

BERKS COUNTY INTERMEDIATE UNIT

POSITION TITLE: Systems & Security Administrator

QUALIFICATIONS:

- A. A Bachelor's Degree in Computer Science, Information Technology or related field from an accredited college, university, or technical school. Or, a minimum of five (5) years of significant and applicable experience in the installation and configuration of servers and storage systems in a complicated networked environment and in the monitoring, installation, and support of organizational networks.
- B. Demonstrated technical experience in the administration and troubleshooting of Windows servers, direct and network attached storage as well as experience supporting virtualized server (e.g. VMware, Hyper-V) and desktop (e.g. VDI) environments.
- C. Strong working knowledge of enterprise applications and operating systems including Microsoft Windows Server, the Microsoft Office 365 Suite, and a minimum basic knowledge of scripting (PowerShell, Batch, VB, SQL).
- D. Established experience of tools and technologies commonly associated with Information Security, providing support across a variety of technical disciplines.
- E. Experience with TCP/IP, DHCP, DNS, content filtering and network access control technologies.
- F. Ability to manage time effectively, handle multiple assignments and projects concurrently, and to work independently and/or as a member of a project team, including coordinating other members of the team and resources, as necessary.
- G. Ability to stay abreast of emerging technologies as they apply to the current environment and the organizations changing needs.
- H. The holder of this position could be required as part of his or her duties to engage in activities that can be charged to a Medical Assistance (MA) or other state or federal healthcare program. Clearance as a provider by both the Commonwealth of Pennsylvania and the federal government is therefore an essential qualification for this position

REPORTS TO:

Program Administrator – Infrastructure & Operations

POSITION GOALS:

To provide quality use of service for BCIU's networks and computer systems' resources. To stay current on relevant technology. To recommend improvements, lead enterprise wide datacenter projects, actively participate in incident response, and actively participate in cybersecurity initiatives across the enterprise.

PERFORMANCE RESPONSIBILITIES:

The essential functions of this position are comprised of a combination of the following fundamental duties (and may include other duties not explicitly listed below):

I. Server Support

- A. Identify and resolve complex server hardware, software, cloud-service and infrastructure system problems, working with documentation, peers, clients, and vendor support staff. May require night or weekend availability for emergency repairs or scheduled maintenance.

- B. Monitor systems through the use of logs, management tools and analysis products; analyze and initiate required changes to server/system configurations to ensure continued server reliability and usability.
- C. Monitor and recommend changes needed to improve the security posture for all internal computer networks and systems.
- D. Maintain and administer systems and programs in support of the disaster recovery and business continuity plans, including backup and restoration of computer systems (including data on all appropriate system-connected devices) and/or stand-alone devices and archive important files as required to ensure continued computer operations.
- E. Administer a robust and diverse Active Directory/Office 365 environment.
- F. Administer virtualized server and appliance environment.

II. Problem Research and Resolution

- A. Respond to verbal or written requests by contacting customer, either via phone, email, or on-site, to analyze, diagnose, and resolve complex technical problems through a defined escalation process.
- B. Ability to effectively present information and respond to questions from diverse groups including, internal personnel, school administrators and the public.
- C. Ability to define problems, collect data, establish facts and present plausible solutions.
- D. Demonstrates abilities and skills in the design, development, implementation, and testing of automated business applications in an educational environment.
- E. Coordinate and keep appropriate clients and management informed of progress on assigned projects and issues.
- F. Participate in investigations, in the design and execution of vulnerability assessments, penetration tests and security audits.
- G. Maintain up-to-date baselines for the secure configuration and operations of all in-place devices, ex. workstations, servers, network devices, etc. and related security tools.

III. General

- A. Communicate, as appropriate, with end users, user groups, and other staff.
- B. Develop and maintain documentation for operations and changes via a centralized database.
- C. Maintain proficiency with multiple products and platforms using on-the-job training, product manuals, and external training.
- D. Develop and recommend strategies for utilizing new technologies as appropriate.
- E. Perform other job-related duties as required or assigned.

TERMS OF EMPLOYMENT:

Exempt, Full Time, Twelve months/year. Salary established by the Intermediate Unit Board of Directors per the Compensation and Benefits Plan for Technology Support Services staff, SRI 12.

EVALUATION:

Performance in this position will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

The position holder must be able to perform the essential job functions with or without reasonable accommodation. It is the responsibility of the employee to inform the BCIU Director of Human Resources of any and all reasonable accommodations that will be required.

BCIU is an equal opportunity employment, educational, and service organization.

Print Name	
Employee Signature	Date:

Revised: July 23, 2018

CC: Employee File