

**Position Description**  
**IS Technical Services - Senior**  
**Systems Administrator**  
**Educational Communications Board**

**Position Summary**

This position focuses on the administration of physical and virtual servers, storage, and various other hardware. The Systems Administrator is responsible for maintenance, troubleshooting and monitoring which prevent workflow disruptions and services outages. Additionally, the role provides timely technical support and complete documentation of work.

This position reports to the Director of Core Technology, however the agency-wide integration of this position also requires considerable coordination with, and direction from, the operations center director and the director of field operations. Work is performed and reviewed under general supervision.

**Goals and Worker Activities**

**40% Goal A: Systems administration: Manage and maintain servers, physical and virtual machines, network-attached storage systems, and all IT systems, including desktop and server Windows and Linux systems.**

1. Perform regular maintenance, apply operating system and application updates, and manage hardware life cycles.
2. Ensure systems comply with agency and Division of Enterprise Technology IT policies and external regulations.
3. Work with agency colleagues to accomplish regular cybersecurity objectives including patching, investigation of automatic detections, and other threat mitigations.
4. Monitor system performance, analyze logs, and tune systems to ensure efficient operation and high availability.
5. Implement and manage data backup and disaster recovery plans to protect against data loss.

6. Maintain Active Directory environments, especially focusing on creating and tuning Group Policy Objects and applying Principle of Least Privilege to all design.
7. Use scripting languages to automate routine tasks, improving efficiency.
8. Participate in drills and exercises to test backup and disaster recovery plans.
9. Maintain current awareness of, and recommend adoption of, community software projects, commercially available products, product and service offerings of State of Wisconsin Division of Enterprise Technology (DET) and University of Wisconsin-Madison Division of Information Technology (DoIT).
10. Suggest strategies to ensure high availability and data durability in case of a component failure.
11. Serve as peer reviewer of suggested system changes, internal script and software development, and technology procurements.

**20% Goal B: Troubleshooting and maintenance: Proactively monitor, maintain, and repair computer equipment to ensure system performance and reliability. Anticipate trouble and act to prevent workflow disruptions and service outages.**

1. Troubleshoot hardware and software related system failures for equipment, networks, applications, and services.
2. Troubleshoot and repair automation and related system failures.
3. Identify and resolve performance bottlenecks and other issues that impact system reliability.
4. Diagnose and resolve issues related to virtual machines and their performance.
5. Implement and continuously improve automatic systems to detect and respond to system faults, misconfigurations, performance and security issues.

**20% Goal C: Technical support: Provide technical support for broadcast operations, troubleshooting issues that impact the on-air environment and coordinating with other teams for timely resolution.**

1. Provide technical support to end-users for hardware, software, and network connectivity issues.

2. Provide real-time, on demand support for on-air and production staff to ensure the quality, reliability, and consistency of delivered broadcast products.
3. Provide infrequent after-hours emergency telephone consultation and infrequent physical response to facilities for critical on-air operations.
4. Participate in or lead requirement solicitation with internal and external stakeholders. Clearly document and suggest products, technologies and methods to meet requirements.

**15% Goal D. Documentation and reporting: Maintain logs, generate reports, and regularly communicate information to others related to system status and compliance.**

1. Prepare and present periodic reports on system status, project completion, resolution of issues.
2. Consistently update support/trouble tickets and other messages to clearly describe actions taken, expected results, confirmation of resolution.
3. Maintain comprehensive documentation of system configurations, policies, and procedures.
4. Develop documentation to aid in knowledge-sharing and process improvement.

**5% Goal F: Other duties and activities as required and assigned.**

**Knowledge, Skills, and Abilities Required**

1. Broad knowledge of Windows and Linux server administration including Active Directory and Group Policy.
2. Knowledge of endpoint security solutions and scanners such as CrowdStrike, Ninja One, Cisco Secure Endpoint, Microsoft inTune, and Tenable.
3. Familiarity with current cybersecurity standards and best practices.
4. Broad Knowledge of virtualization platforms such as VMware, Nutanix AHX, Microsoft Hyper-V, and KVM.

5. Broad knowledge of current LAN/WAN architectures, client/server technology, distributed database and data communications technology, and network security best practices.
6. Proficiency in scripting languages like PowerShell or Python to automate tasks.
7. Ability to communicate clearly, effectively, and accurately in both written and verbal communications.
8. Ability to provide clear, concise, and effective technical training and support.
9. Ability to translate complex technical information for audiences of varying backgrounds, skill, and needs.
10. Ability to maintain effective working relationships with other professionals internal and external to the organization.
11. Ability to balance multiple tasks simultaneously and independently.
12. Ability to lift and carry equipment weighing 40 pounds.
13. Ability to climb, reach, bend, and kneel to move, install, and maintain equipment.

### **Special Requirements**

- This position requires a variable, non-traditional work schedule including some nights and weekends.
- This position may require occasional standby or on-call status.
- This position requires occasional in-state travel.