

JOB TITLE: SYSTEMS ADMINISTRATOR II

The Springfield Water and Sewer Commission (SWSC) is seeking highly motivated and innovative candidates as Systems Administrator II. This is an exempt salaried position, normally forty hours per week, but may require additional hours to meet job needs including evening or weekend, without overtime. The job of Systems Administrator II was established for the purpose of the management and deployment of datacenter technologies including disaster recovery for the Commission to ensure the flow of data services among all Commission computers and staff members; and providing technical information for problem solving related to datacenter infrastructure and devices such as servers, virtualization, backup and storage; provides management for subsets of major project and/or small projects. This position reports to the IT Operations Manager.

About SWSC: SWSC was established in 1996 as an independently operated and managed regional water and wastewater utility that provides retail and wholesale water and sewer service to approximately 250,000 customers across multiple communities in the lower Pioneer Valley. The SWSC has approximately 250 employees that operate and maintain a system of one thousand miles of water and sewer pipe, treatment plants, reservoirs, watershed land, dams, and other critically import infrastructure that serves the public.

Mission Statement: SWSC's mission is to provide an uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment.
www.waterandsewer.org

Essential Duties and Responsibilities

Include, but are not limited to the following:

- Configuration and deployment of datacenter server hardware and software.
- Configuration and deployment of backup solutions hardware and software.
- Optimize performance and recommend technology enhancements
- Review completed tasks to ascertain compliance with standards.
- Perform periodic risk assessments and initiate risk control strategies.
- Keep up with trends in the constantly evolving information technology industry.
- Perform regular IT audit to discover areas of weaknesses and fortify them.
- Work alongside other departments to achieve company goals and visions.
- Generate and forward regular reports to the IT management.
- Provide solution to any complex IT systems related challenges in the organization.
- Carry out in-depth research to reveal new and better methods of handling functions within the department.
- Provides Tier III software and hardware support of medium to high complexity on a daily basis via telephone, email, instant message, remote control tool or onsite.
- Provide input to capital and operational budgets in accordance with approved annual budgets.
- Perform routine server software patching during maintenance windows.
- Troubleshoots and restores technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures.

- Configures, troubleshoots and resolves all server connectivity issues.
- Functions, somewhat independently, under general direction of more senior Infrastructure staff or Management.
- Performs root cause analysis and develops checklists for typical problems.
- Recommends procedures and controls for problem prevention.
- Completely documents any and all changes to Commission systems.
- Performs workarounds as appropriate if incident cannot be resolved and/or root cause unknown.
- Provide training, mentoring and assistance to Help Desk Staff.
- Install and configure all new datacenter hardware, systems, and software.
- Manages administration of servers and VM server clusters.
- Manages all system back-up and restore protocol.
- Documents server system problems and resolution for future reference.
- Monitors system performance and implements performance tuning.
- Manage user accounts, permissions, email, anti-virus, and anti-spam.
- Oversee software and server security.
- Maintains a steady stream of effective communications with IT management regarding projects and service tickets.
- Frequently interacts with IT teams to evaluate and determine best practices and hardware/software based on Commission needs.

Required Skills:

The basic qualities, skills, knowledge, and abilities expected from a Systems Administrator II should include the following

- Strong analytical abilities and professional office experience needed.
- Advanced knowledge of networking: Switches, Routers, Cables, Racks, Firewalls, LAN, WAN, TCP/IP, Routing protocols, DNS, UDP, Latency, VoIP, QoS, SAN, Security as it relates to systems architecture.
- The individual must have the ability to express one-self clearly both orally and in writing

Education and Experience:

- Bachelor's Degree in Information Technology strongly preferred. Associates degree in Information Technology required, or a combination of education relevant experience.
- Minimum 5 Years Systems experience,
- Extensive experience with Systems: Windows Server, Active Directory, MS 0365, server and application virtualization platforms, data backup and recovery technologies, etc.

Certificates, Licenses, Registrations:

Must possess and maintain a current Driver's License, ITIL certification preferred

Qualified Candidates should send their resume, cover letter and salary requirements to Jennifer.kerr@waterandsewer.org