# SERVER ADMINISTRATOR
*Official Title: NETWORK COORDINATOR-SENIOR*

## INTRODUCTION
Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health and dental benefits, paid time off including vacation, 11 holidays and sick leave accrual, and much more.

## PURPOSE
The Server Administrator's role is to design, install, administer, and optimize department servers and related components to achieve high performance of the various business applications supported by tuning the servers as necessary. This includes ensuring the availability of client/server applications, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment. Where applicable, the Server Administrator will assist in overseeing the physical security, integrity, and safety of the data center/server farm.

## ESSENTIAL FUNCTIONS
- Develop strategies for client/server implementations; architect the infrastructure required to support those strategies.
- Act as project lead in the design and review of new server systems, applications, and hardware; conduct capacity planning as needed.
- Lead, coordinate and participate in key process improvements as they relate to the client/server environment.
- Coordinate and collaborate with network engineering, business application, and database administration function to ensure availability, reliability, and scalability of corporate servers to meet business demands.
- Establish and implement policies, procedures, and technologies (including firewalls) to ensure server security.
- Assist in designing and implementing data center/server room security features, including HVAC control, environmental alarms, and access restrictions.
- Conduct research on server hardware, software, and protocols in support of procurement and development efforts.
- Check help desk database for entries on server and server resource issues; prioritize and respond to help desk tickets as appropriate.

- Serve as cornerstone for escalating server issues; provide timely response to customer escalations.
- Perform file system configuration and management; define and perform server backups and recovery procedures.
- Plan and implement server upgrades, maintenance fixes, and vendor-supplied patches.
- Provide Web administration support by overseeing and maintaining Web server functions, such as assuring logging and metrics data are stable.
- Monitor and test system performance and provide performance statistics and reports.
- Create shell scripts as required.
- Manage enterprise directory services and supporting server infrastructure.
- Define and implement strategies for integrating disparate operating environments.
- Recommend and execute modifications to server environment in order to improve efficiency, reliability, and performance.
- Develop and maintain training materials and server documentation.
- Direct and/or provide guidance to junior members of the team.
- Responsible for planning, provisioning, installation, configuration and support of the VMWare Systems.
- Technical analysis and design testing, implementation and support of VMWare for data virtualization.
- Manage the implementation, configuration, deployment and ongoing support of the VMWare solution.
- Develop technical and operations standards, procedures, technical documentation and metrics related to the VMware solution.
- Produce metrics and status reports to present VMWare performance and work initiative progress.

## CONDITIONS OF EMPLOYMENT
- On-call availability for 10 days per month.
- Must be available for occasional evening or weekend work to meet deadlines.

## MINIMUM REQUIREMENTS
1. Bachelor's degree in computer science, information systems, or other closely related field from an accredited college or university.
    - *IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible (readable) and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.*
2. Three years of professional server environment analysis experience.
    - *Note: Equivalent combinations of education and experience may also be considered.*
3. Valid Driver's License at time of appointment and throughout employment.

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS
- Knowledge of Windows Server 2012, Windows Server 2008 and Windows Server 2005.
- Knowledge of Windows SQL Server and Oracle relational databases.
- Knowledge of load balancing, clustering, and caching procedures and processes.
- Knowledge of server performance tuning and monitoring tools.
- Knowledge of TCP/IP network protocols, firewall management and operating system configuration.
- Knowledge of storage technologies including SAN, NAS and Active Directory/Global Catalogue.
- Knowledge of scripting code using Perl, CGI, C and shell scripting tools.
- Knowledge of systems development life cycle methodologies.
- Skill in collecting technical data, troubleshooting, problem solving and applying information technology professional logic to routine and project based situations.
- Ability to install, configure, and maintain server hardware and associated network equipment, including SCSI, RAID and I/O topology.
- Ability to conduct research into server issues and associated products.
- Ability to apply time management techniques and prioritize responsibilities to ensure work is accomplished by project deadlines.
- Ability to write regular and technical correspondence with team members, sworn personnel, end-users and management to support successful completion of business objectives.
- Ability to orally discuss technical, information technology topics with both technical and non-technical personnel to support department functions.
- Ability to appropriately speak, listen and interact with coworkers, sworn personnel, command staff and management.
- Ability to operate with high level of dexterity a computer keyboard, mouse, and other computer components.
- Ability to lift and carry 10 lbs. of equipment and more weight with assistance.

## CURRENT SALARY
The starting salary (PG 2GX) for City of Milwaukee residents is $56,767 and for non-residents is $55,374. Appointment up to $72,063 for residents or $70,295 for non-residents is possible based on qualifications and experience.

## SELECTION PROCESS
The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises.

*Note: Candidates must pass a Milwaukee Police Department background investigation before hire.*

- *NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer.  Please contact (414) 286–3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*

**INITIAL FILING DATE** – The examination will be held as soon as practical after **January 5, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.