JOB DESCRIPTION

Job Title: Network/Systems Administrator

Department: Information Technology

Reports to: CIO – Chief Information Officer

JOB SUMMARY

Palo Alto University is actively seeking a Network/Systems Administrator. In this role you will be working closely with other team members in maintaining and expanding our Windows and VMware infrastructure. The ideal candidate is someone who has mid or senior level experience (5 or more years) administering enterprise class systems. Candidate must demonstrate the ability to provide high levels of customer service, have built end-to-end application environments, and is experienced in supporting application development environment and production rollout.

This is a full-time, exempt position with benefits. The candidate for this position should be able to work positively and effectively in an academic environment with diverse administrative staff, faculty and students, and must be resourceful, efficient and detail-oriented. Salary commensurate with experience.

JOB DESCRIPTION

- Technical Knowledge
    - Strong working knowledge on Windows 2008, Windows server 2012, active directory, WSUS/SCCM, IIS, DNS and DHCP, networking
    - Maintain the enterprise active directory including troubleshooting, performance planning, capacity planning, and continuity planning
    - Lead in the planning, design, document and implementation of new application projects and provide necessary support during application development life cycle
    - Ensure servers and applications are secured by security patching and following security policies (WSU/SCCM)
    - Provide advanced level expertise on IT issues relating to the Microsoft Windows Server 2008/2012, Active Directory, VMware vSphere, Microsoft SQL Server, and Veeam Backup
    - Server operating system administration, including initial deployment, user account creation, network setup, disk management, back-up and recovery, system upgrades, management and monitoring, and development of custom scripts

- o Experienced using enterprise storage solutions (SAN/NAS) with VMware vSphere/production.
- o Experience with identity management and multi-factor authentication: Okta, Twilio, Onelogin
- o Implement technologies and processes to increase reliability, simplicity, cost-effectiveness, recoverability, and overall effectiveness of the LAN/WAN and supporting systems.
- o 1+ year of experience with one or more scripting languages such as PowerShell, Python, Power CLI, and Shell.

- Reporting and Monitoring
  - o Expert level experiencing in incident management and the ability to perform root cause analysis
  - o Ability to identify and isolate technical issues and propose mitigation and/or improvement strategies
  - o Facilitate knowledge sharing by creating and maintaining detailed and comprehensive documentation and diagrams
  - o Insist on automation wherever possible and eliminate repetitive processes
  - o Advanced monitoring/remediation technologies using various tools such as Nagios, Cacti, and Meraki dashboards

- Other duties
  - o Become a technical resource for tier 2/3 escalation issues from PAU helpdesk
  - o Proactively identify customer or site issues and address in advance of service disruptions.
  - o Consistently document IT processes and improvements as they are implemented.
  - o Assess and prioritize issues and effectively communicate corrective plans to stakeholders directly or via presentation.

ESSENTIAL QUALIFICATIONS

- Bachelor's degree in Computer Science, Information Technology, or a similar technical field
- 5 or more years minimum experience in a similar role; experience in a higher education environment highly desirable
- Excellent interpersonal skills and command of written/spoken English, with the ability to communicate complex information easily and tactfully to a variety of audiences
- Ability to work independently and take initiative; demonstrated ability to identify and troubleshoot complex problems and see them through to a resolution
- Professional and service-oriented demeanor; must be able to work cooperatively with faculty, students, university colleagues and external university partners
- Valid California driver's license and ability to commute between campus locations when needed (Palo Alto University has campuses in Palo Alto and Los Altos).
- Excellent attendance and punctuality, collegial and diplomatic behavior at work, and work performance to the satisfaction of management are essential functions of the position.
- Participate in an on-call rotation for support of systems outside of normal business hours

- Position will require being available to perform maintenance during non-business hours and over weekends

SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES

- Technical Certifications a plus (e.g. MCP, MCSE, ITIL, A+, etc.)
- Excellent discretion in handling sensitive information such as PII, FERPA, and HIPAA.
- Expert level knowledge and hands on experience administrating Windows 2008 and Windows server 2012
- Hand's on experience and proficiency in configuration and management of network firewalls, switches, routers, VOIP, and IP security cameras is a huge plus
- Expert level knowledge and hands on experience administrator active directory & domain architecture