SYSTEMS ADMINISTRATION MANAGER

APPLICATION DEADLINE IS THURSDAY, MARCH 13, 2025 AT 11:59PM

Division: Information Technology
Reports to: Director of Information Security and Operations
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: Q
Salary Range Minimum: $8,534
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Administer the agency's Windows server environment. Manage the system administration team and MS Exchange Engineer. Manage the MS 365 environment including OneDrive and SharePoint along with other agency used apps within that environment. Plan the design, configuration, implementation and monitoring of all Windows servers and Active Directory environment; assist with the installation, configuration, and usage of computer networks, computers, software, printers, and all other related peripherals throughout the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, hires, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Monitors network servers for problems and troubleshoots and resolves issues; designs, builds, and installs network servers with direction from the Director of Information Security and Operations.
- Troubleshoots, supports, and upgrades existing organization applications to increase operating efficiency or to update to new task requirements.
- Troubleshoots, supports, and upgrades existing Windows servers to increase operating efficiency or to update to new business requirements.
- Has primary responsibility for the configuration, execution, and maintenance of the agency's Windows Update Servers for all security-related Microsoft updates to servers.
- Helps administer the backup routine for all the organization's data; monitors the backup systems to ensure complete and accurate backups each business day for both the central office and applicable field offices.
- Assists Director of Information Security and Operations with all IT systems disaster recovery planning and execution.
- Administers MS 365 environment for the agency, including SharePoint, One Drive, Exchange online and all others within the agency's subscription.
- Responsible for the security of MS 365 environment using items such as conditional access polices, and other compliance tools within the MS 365 environment.
- Helps administer and maintain the organization's Active Directory environment along with the Systems Engineering Manager.
- Creates and administers network user accounts; provides technical assistance to organization employees as necessary, including remote users, telecommuters, and vendors; works with Systems Support Manager to troubleshoot hardware, network, and application-specific software problems.
- Assists Director of Information Security and Operations with research studies and testing methodologies to determine better usage of networks and implementation of new technologies within the organization.

- Assists Director of Information Security with preparing content for annual and intermittent cybersecurity employee training
- May perform or lead research and make recommendations as to the selection of new technology solutions, including but not limited to hands-on testing with pilot programs, proof-of concepts, and beta testing that may involve any number of participants from IT or other agency divisions.

MINIMUM QUALIFICATIONS
The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:
- Graduation from an accredited two-year college or technical institute with a major in data processing, computer science, or another related acceptable field.
- Five years direct networking experience in a multi-server environment, evidenced by substantial full-time increasingly responsible professional information systems networking.
- Five years or more of MS 365 E3 or E5 and on-premises Active Directory management.
- Two years' experience as a manager or similar role leading or mentoring peers, resources, and/or general processes.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities, with specific knowledge, skills, abilities, and competencies as shown below.
- Strong knowledge of MS 365 E3 or E5 subscription and all security tools within this environment, including but not limited to conditional access policies, DLP and Information Protection.
- Working knowledge and experience in failover data center scenarios and WAN data replications.
- Working knowledge and experience with MS Windows (all current versions) and Active Directory.
- Knowledge of current business practices and principles.
- Strong interpersonal skills.
- Excellent troubleshooting and analytical skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.

Special Demands:
The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.
- Ability to lift heavy equipment, occasionally in excess of 50 pounds.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.