

MICHIGAN SENATE

SENATE BUSINESS OFFICE

POSITION POSTING

SENATE INFORMATION SERVICES – SYSTEMS ADMINISTRATOR

SUMMARY

Under the direction of the Director of the Senate Business Office and the IT Services Manager and supervised by the Systems Engineer, the Systems Administrator provides computer hardware support, network hardware and software support, and performs all aspects of the configuration and maintenance of Senate computer systems. The Systems Administrator coordinates work activities within the technical support group, and schedules upgrades and maintenance activities with Senate offices.

ESSENTIAL JOB FUNCTIONS

- Ensures tickets are resolved following approved procedures, using ITIL methodology in the ITSM tool
- Identifies problems, incidents, and requests correctly, then categorizes and prioritizes them in the ITSM tool
- Participates in the evaluation and testing of software packaging and user endpoint hardware
- Provides technical support for incidents that have been escalated
- Manages the configuration of user endpoints centrally, following approved processes
- Identifies problems, leveraging monitoring tools and incident analysis, and participates in problem resolution
- Implements mitigation plans and/or correction of vulnerabilities
- Administers and maintains the security of platforms and documents the resolutions
- Develops and maintains standard computer images, ensuring configuration consistency in deployment
- Coordinates with the Helpdesk to communicate activities to impacted end users
- Leads knowledge sharing activities with Helpdesk in order to shift operational tasks to them
- Seeks and proposes improvements across systems and processes

SECONDARY DUTIES AND RESPONSIBILITIES

- Researches and applies appropriate patches to network operating system
- Unpacks, configures, installs, and repairs computer hardware involving lifting and moving computers, printers, and peripheral devices
- Supports data communication hardware and software, including loading workstation software and server software and troubleshooting error conditions
- Identifies network problems using analyzers, performance monitors, and other network tools for resolving or recommending alternatives for correcting problems
- Performs network administration duties, including adding, deleting, and maintaining network user lists and system access rights; adding, deleting, and maintaining electronic mail user access; and creating, deleting, and modifying user logon-scripts

- Maintains and updates computer and server operating systems and application updates for software used by the Senate
- Produces biweekly progress reports on activities performed and planned for the next two weeks
- Participates in special projects as assigned
- Performs all other duties, as requested by the Systems Engineer and IT Services Manager

EDUCATION /EXPERIENCE

- Five years of experience in system administration required
- ITIL v4 Certification required or to be obtained within 90 days of hire date
- Two years of experience maintaining software and patch management package deployments required
- Two years of experience with VMware and Office 365 administration required
- Experience with Azure and SCCM preferred
- Experience planning and working in virtual environments preferred
- Other combinations of education and experience may be evaluated on an individual basis

SKILLS AND KNOWLEDGE REQUIRED

- Knowledge of Linux and Microsoft Server administration
- Knowledge of enterprise grade ITSM tools for Incident Management, Change Management, and CMDB
- Knowledge of network topology switched Ethernet and LAN
- Knowledge of workstation operating system support
- Advanced knowledge of system vulnerabilities and security issues
- Ability to respond to helpdesk requests after hours on a limited basis
- Ability to lift 40 lbs. and to push heavily loaded carts and hand trucks
- Ability to work in a fast-paced environment
- Ability to work long hours occasionally
- Ability to prioritize multiple tasks in a fast-paced environment and work within time frames that may be rigid or subject to change on short notice
- Ability to recognize, gather, assemble, correlate, and analyze facts and use them to draw conclusions; define problems and devise solutions or suggest alternatives
- Ability to follow directions and work independently
- Ability to communicate with others, both orally and in writing
- Ability to work closely and interactively as part of a technical support team
- Ability to work cooperatively with information and development analysts to solve problems
- Ability to maintain confidential information
- Ability to work in a professional and nonpartisan manner
- Ability to develop and maintain good working relationships with legislators and other elected officials, staff, vendors and other agencies

This job description is not intended as a comprehensive list of all of the duties required of this position. Additional duties may be assigned from time to time, and the listed duties are subject to change at any time, with or without notice.

STATUS: Salaried, with a standard benefits package

SALARY: \$65,000 - \$85,000, based on experience

GOVERNING CAUCUS: Nonpartisan

This is a non-civil service, at-will position.

Interested applicants, please submit a cover letter and resume to:

PO Box 30036

Lansing, MI 48909

Email: resume@senate.michigan.gov

The Michigan Senate considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, height, weight, disability, marital status, gender identity or expression, sexual orientation or any other legally protected status. If you are a person with a qualified disability, you may request any needed reasonable accommodation to participate in the application, testing, and/or interview process by contacting the Senate ADA Coordinator at 517-373-1675.