



NON-BARGAINING UNIT JOB POSTING

POST: Internal/External

DIVISION: Finance and Administration		DEPARTMENT: Information Technology
# OF OPENINGS: 1	JOB TITLE: System Administrator 3	MARKET RATE: IT Grade 6 (\$57,100-\$85,600)
GENERAL SUMMARY OF DUTIES:	The System Administrator 3 is responsible for server back up and security, along with performance tuning and capacity planning. System Administrators should possess an understanding of network, distributed computing concepts, firewalls, active directory, system security and server virtualization. This is accomplished by working with the Systems Management Team Lead to understand the scope of services to be provided and assessing the impact they will have on the technical infrastructure.	
ESSENTIAL FUNCTIONS:	<p>Understands most basic system administrator tools and process; for example, can boot/shutdown a machine, add and remove user accounts, use back up programs, and maintain system database files; maintains project servers; maintains file and print capacity; ensures that backups are performed as appropriate; acts as a front-line interface to users; accepts trouble reports and dispatches them to appropriate system administrators; communicates accurate and useful status updates; manages and reports time spent on all work activities; follows quality standards; responsible for operating and other system software; responsible for upgrading the operating and system software and keeping patches current; executes the disaster recovery/back up procedures and archiving procedures; manages security for servers; responsible for performance tuning, capacity planning, database administration, and fault management; provides tier-two support of the technical infrastructure and coordinates efforts with vendors if tier-three support is required; responsible for ensuring high priority issues are resolved in a timely manner; responsible for keeping the environment up and running; responsible for identifying and reporting hardware problems; identifies and tracks issues, risks, and action items; resolves and/or assists in resolving issues; reviews, prioritizes, and researches service requests. Anticipates and resolves issues specific to the team; determines time estimates and schedules for own work and resolves issues in a timely manner; manages expectations at all levels: customers/end users, executive sponsors; ensures quality standards are followed; works with the various Infrastructure teams and operations provider to identify the strategic direction of systems management activities; maintains strong relationships with employees and various tier-two and three support groups; develops plans for disaster recovery/ back up and archiving; manages the daily operations of the systems management team to ensure service levels are being met; manages the systems management team's support issue and backlog; monitors the team's open backlog of support issues and re-assigns issues as necessary to ensure they are closed per agreed-upon service levels; acts as the first level of escalation for high priority support issues; functions as the liaison to the various support groups with whom the systems management team interfaces; develops the technical infrastructure maintenance strategy; manages the system management resources; acts as a system's management expert; analyzes, determines, and documents requirements in terms of system management needs and implements them; identifies, approves, and prioritizes team projects; manages a large site or network; recommends policies on system use and services.</p>	
JOB SPECIFICATIONS: <input type="checkbox"/> KNOWLEDGE <input type="checkbox"/> SKILLS <input type="checkbox"/> ABILITIES	<p>Required: Minimum of 4 years of relevant experience performing the essential functions listed above; ability to write scripts in a particular administrative language; programming experience with any applicable language; ability to work in a team environment; strong communication skills, both written and oral; knowledge of high-availability system architecture and implementation; ability to write purchase justifications; solid understanding of networking/distributed computing environment concepts. Must understand principles of routing client/server programming, basic routing concepts, the business application of technical support and design in an application development environment, and the design of consistent network-wide file system layouts. Must be familiar with fundamental networking/distributed computing environment concepts and have the ability to do minimal debugging and modification of programs.</p> <p>Preferred: Bachelor's degree or equivalent in Information Technology-related field; over 4 years of applicable work experience.</p>	
PHYSICAL REQUIREMENTS:	Ability to retrieve data from computerized, typed and written sources. Ability to effectively communicate orally or in writing project recommendations with internal teams and external agencies. Occasional walking, climbing over various terrains to inspect construction sites, facilities, etc. Moderate stooping, crouching and kneeling.	
WORKING CONDITIONS:	Normal office environment with periodic field exposure including possible exposure to dirt/dust, high noise, coal, fly ash, and asbestos.	
TO APPLY:	Email application, resume and cover letter to bwljjobs@lbwl.com with SA3 in the subject line, or mail to Human Resources, <i>Attn:</i> SA3, PO Box 13007, Lansing, MI 48901. Open until filled.	

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