ARDOT

Classification Specifications

Title:	Effective Date:	Grade:	Job Category:
Server Administrator	September 11, 2019	XIV	Professional
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CHARACTERISTICS OF WORK

This position will include planning, designing, installing, configuring, and upgrading server hardware and software for optimal performance. The Server Administrator also diagnoses and resolves end user hardware and software problems of high complexity in a timely manner so the end users can accomplish business tasks.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Assist in managing servers and their operating systems and software, including host email, print and file, database, World Wide Web, security, RAS, VPN and FAX servers.
- Ensure effectiveness of security solution, including firewalls and anti-virus solutions.
- Administer end user accounts, permissions, and access rights.
- Perform server and security audits.
- Perform system backups and restores.
- Work with third-party support and equipment vendors to resolve problems.
- Contribute to team/committee meetings with vendors, staff, and end users to help ensure the success of complex network related projects.
- Assist in developing, implementing and maintaining policies, procedures and associated training plans for network and resource administration and appropriate use, including intra-office communications regarding server downtime.
- Assist in developing business continuity and disaster recovery plans, maintain current knowledge of plans, and respond to emergency network outages in accordance with the plans.

MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to a bachelor's degree from an accredited college or university in computer science or related field OR the educational equivalent to a high school diploma plus four years of computer related experience. Experience in one or more areas: a Microsoft enterprise server environment, including Windows Server 2012 and 2016.

Knowledge, skills and abilities:

Knowledge of Active Directory, Group Policy, PowerShell, DHCP, DNS, enterprise storage administration, virtualization platforms (Hyper-V/VMWare),backup and recovery, and disaster recovery, highly available/fault tolerant system design, and IT industry best practices preferred. Strong written and oral communication skills with demonstrated technical documentation ability. Well-developed sense of urgency and follow-through. Ability to work both independently and in a team-oriented, collaborative environment. Can conform to shifting priorities, demands, and timelines through analytical and problem-solving capabilities. Must be able to learn, understand, and apply new technologies. Ability to effectively prioritize and execute tasks in a high-pressure environment.

Working conditions:
Office environment.

Licenses, registrations and certifications:
Relevant professional certifications such as MCSA/MCSE, ITIL, etc. preferred.

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("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

Arkansas Department of Transportation   EEO-approved: *[signature]*