

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES This is a non-career, term job with the Metropolitan Washington Airports Authority (Airports Authority). Serves as a Server Administrator (SharePoint) in the Office of Technology (Office) responsible for ensuring the Airports Authority's technology systems run efficiently by maintaining software updates, designing and implementing new systems structures, monitoring server activity, and auditing server security. Provides comprehensive reporting and metrics for storage utilization/performance and conducts problem analysis and server continuous improvement. Performs related functions.

--Monitors and maintains Windows and Linux Server operating systems and additional server components. Designs, develops, tests, debugs, and implements complex operating system components, software tools, server hardware, system components and utilities required for the operation, maintenance and control of the Airports Authority's technology systems. Helps ensure the computer system server infrastructure in good operating order and aligned with business requirements. Serves as second level technical problem escalation resource; trouble shoots and diagnoses problems and executes complex problem analysis procedures in response to trouble reports

--Administers and maintains sites and sub-sites. Performs active capacity management and system tuning to ensure ability to support applications with adequate performance.

--Installs SharePoint software and SharePoint related tools and applications. Maintains applications by ensuring that necessary patches are applied to SharePoint Platform. Maintains system integrity by performing daily, weekly and monthly backups.

--Deploys custom developed and third-party SharePoint solution packages. Configures SharePoint services and settings. Reviews and monitors usage reports.

--Researches, identifies, tests, and certifies technology products required for server and storage solutions. Participates in selection of server and storage technologies and products. Directs or applies patches to major subsystems and services, roles, and filesystem components within Windows Systems environment. Performs Operating System and patch testing on all changes prior to installation.

--Provides developer and end-user support for SharePoint related enterprise applications including addressing user incident tickets and resolving server and application performance issues and client desktop interface issues.

--Provides SharePoint specific support for enterprise applications including planning, implementing, and administering BU IT products for full life-cycle management. Follows architecture strategy of growing, maintaining, or retiring IT products and services in the enterprise application portfolio, as appropriate.

--May perform routine administrative tasks such as entering/setting up, updating, and modifying user rights/privileges. Maintains proper operation and high availability of computer systems and software (e.g., five nines). Ensures permissions and access rights are in sync with changing

business requirements. Writes and updates technical notes, instructions and procedures. Writes change control plans and procedures. Coordinates the maintenance of the collective policies, procedures and technical knowledge base of the department with the Program Support group. Communicates causes, symptoms and analyses of problems to Manager and others on team. Documents changes made to system(s).

--Creates backup and recovery strategies to ensure system recoverability. Works with Security Operations in the design of server and storage system security policies and ensures they are in compliance with government regulations, and consumer privacy standards / best practices.

--Documents or assists Program Support personnel in the documentation of all aspects of assigned systems including system design and dependencies, change history, problem history, backup, restore and disaster recovery procedures and maintenance policies. Creates support documents for deploying storage solutions with recommended architectures

--Responsible for defining standard engineering designs, templates, processes, and procedures for implementing projects that follow existing Airports Authority architectures. Analyzes system performance, modifying parameters to improve throughput and effectively utilize system resources. Monitors resource usage, making adjustments, as required.

--Mentors or assists in the training of lower graded staff. May be assigned a lower graded staff member for assistance on a large/complex system configuration or change.

--Communicates and interacts effectively with internal and external business contacts including, but not limited, to other members of the unit/team, other Airports Authority employees (such as managers, supervisors, professionals, and support staff), and vendors or suppliers.

--Uses a computer, tablet, or smart phone for various applications (email and communications, word processing, data entry, compiling information for reports, spreadsheets, graphics, flow charting, planning, scheduling, presentations, etc.), as well as specialized software/systems used in performance of DUTIES.

--Operates a sedan or similar vehicle on and off airport complexes to travel to meetings, various data centers, etc., landside and, if required, airside.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A Bachelor's Degree in Computer Science, Telecommunications, Management Information Systems (MIS) or a related field providing a strong foundation for success in the DUTIES in

this job description, or an equivalent combination of education, experience and training that totals four years.

2. Eight years of progressively responsible experience in server administration (including supporting and managing windows/Linux servers in production environment). Four of the eight years should be in building high availability SharePoint farms, that includes substantive work in most of the DUTIES in this job description, to include:
 - (a) experience in:
 - i. server administration in Windows 2008/2012 server environments, including IIS administration, XML, InfoPath, Business Connectivity Services (BCS), Excel Services, Search Service Applications,
 - ii. administering SharePoint 2013 in virtualized environment, including building and managing SharePoint DR Infrastructure, configuring SharePoint extranet and Intranet platform,
 - iii. SharePoint security architectures and remote management technologies,
 - iv. managing multiple mid to large scale SharePoint farms, and
 - v. development experience with Microsoft Visual Studio.NET, Microsoft SQL Server, InfoPath, Workflow, Visual SourceSafe, and SharePoint Designer
 - (b) knowledge of:
 - i. core Active Directory technology,
 - ii. various web design/graphic design tools
 - iii. Microsoft Word, Excel, PowerPoint, Visio, and Outlook, and
 - iv. understanding of VMware infrastructure and SAN.
 - (c) skill in using PowerShell to administrate SharePoint,

Education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two of these eight years of experience (MQ 2) on a week-to-week basis provided the education and training provide evidence of the knowledge, skills and abilities required by items 2(a) through 2 (f).

3. Education, experience or training demonstrating the ability to lead projects or work groups (such as the ability to assign/review immediate tasks to the group led, set the pace and check work in progress or upon completion, all consistent with the group's goals and other guides) and to work on/with a team as a contributor.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but are not required to be rate qualified for this job.

1. Certified as a Microsoft Certified Solutions Associate (MCSA) 2012 or Microsoft Certified Solutions Expert/SharePoint (MCSE) 2008/2012.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of Microsoft SharePoint 2013 administration, including management of service applications, web applications, site collection administration and solution deployment to support the SharePoint collaboration platform including the corporate intranet and various SharePoint portals, develop and maintain SharePoint templates (site templates, list templates, and master page customization), web parts/apps, and single sign on configurations.
2. Knowledge of SharePoint services, data backups, restoration and disaster recovery concepts, and workflow and designer to (a) write and maintain workflows; (b) design, manage multiple lists, merge external data, and manage document libraries; (c) create data backups, and disaster recovery concepts; (d) integrate third party components with SharePoint for solutions; and (e) to develop, maintain, administer and support an enterprise SharePoint environment including daily monitoring, analytics reporting, troubleshooting and performance analysis.
3. Skill in developing, configuring, and maintaining document libraries, enterprise lists and site collections and perform typical system and site administrative activities such as site creation, permissions, backup, restore and issue resolution.
4. Ability to manage SharePoint end user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy and security for optimum server usage.
5. Skill in problem solving to select, organize, analyze, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to create SharePoint data backups and restoration and disaster recovery concepts and provide detailed troubleshooting to determine the underlying cause(s).
6. Knowledge of change management process and ability to act as a change management agent for SharePoint server utilization while developing and maintaining cooperative and collaborative relationships with the other groups within the Office.
7. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and express and exchange routine and non-routine information that is clear, complete, and concise so that others will understand. This includes the skill in encouraging effective oral communication by others in exchanging information with the Airports Authority's department heads and end users regarding pertinent sever activities, recommendations, and plans.
8. Skill in written communication to understand written information (facts and sometimes conflicting assertions and arguments), draw inferences, form hypotheses, develop logical arguments, and to express such information in writing so that others will understand, and in certain circumstances, be convinced and/or persuaded. This includes skill in ability to

understand written technical information such as system flow charts, traffic flow, and data processing concepts; document and prepare technical reports (e.g., feasibility studies for various project changes, documentation of network records, operational procedures and manuals, network resource administration policies and procedures); prepare short- and long-term strategic plans; document, maintain and improve standards, processes, and best practices; and, in general business communication, make recommendations and prepare letters, memoranda, and other documents.

11. Skill in using a computer and modern office productivity software for communicating, planning, scheduling, preparing spreadsheets and analyzing data, word processing, presentations, etc., and in using specialized equipment and software to perform the core IT work of the job.
12. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner. This includes skill in taking ownership of high risk or critical situations; managing customer expectations; negotiating solutions to complex scenarios with multiple parties and agendas; influencing customer perception and acceptance of change and innovation; and engaging customer, partner, and executive resources in the most appropriate system solution.

RESPONSIBILITY Is responsible for the design, engineering, and support of the Airports Authority's Microsoft SharePoint platform of internally and externally facing SharePoint-based applications. This includes the installation and maintenance of SharePoint software and applications and the change and release management activities, troubleshooting, performance tuning, and general application support activities for the Airports Authority's SharePoint-based enterprise applications. Work affects the effectiveness of the Airports Authority's server administration which in turn effects business operations, Airport Authority-wide.

Reports to the Manager, Server Administration Group (Supervisor). As a subject matter expert, most work flows to the incumbent as a result of assigned functions and established work processes. Other work typically results from changes in the network or server configurations, which require proactive or reactive responses to identify issues, solve problems, make recommendations, take action, etc. The Supervisor provides broad objectives and policy guidance for recurring assignments and, in consultation with the incumbent, brief instructions and time frames for special projects. The incumbent collaborates with, and keeps the Supervisor informed and typically elevates only highly complex or highly sensitive issues for assistance in resolution; as a subject matter expert, initiative is expected. Typically, work is reviewed in terms of quantity, quality, timeliness, customer service, teamwork, adherence to guidelines, and other factors, including specific performance management requirements.

Guidelines include but are not limited to Oracle IT enterprise architecture, Linux/UNIX and Windows operating systems architecture; generally-accepted standards on IT information security; Airports Authority business processes revolving around the ERP solution, which is Oracle-based; and Airports Authority programs, guidelines, policies and procedures on contracting, personnel administration and other administrative areas. The incumbent uses: (1)

judgment in applying guidelines, along with experience, to determine when a project phase or an administrator's work is in compliance with contractual requirements, IT standards (ranging from the coming Oracle IT enterprise architecture to the current Linux/Unix and Windows architectures) and consistent with Airports Authority business processes and end-end-user wants/needs or whether nonperformance or inadequate performance exists and intervention or corrective action is needed, and (2) initiative in recommending actions to prevent, minimize or correct deficiencies in daily server administration.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files plans, etc. Incumbent may sit for extended periods while performing desk work; moves about to visit end-users and server facilities, etc. Constantly uses a computer to access data bases, develop reports, analyze cost proposals and perform other tasks; operates other office equipment. Reviews computer printouts that contain small print. Frequently exchanges information by telephone. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms. Occasionally traverses or works in areas that may require access by climbing or crawling, and sometimes works in cramped or awkward position to manually adjust wires, controls, and other items of equipment. Is subject to some job pressures from server problems and to some job frustrations from demands for service that exceed available resources. Is subject to potential interpersonal conflict situations from end-users during unscheduled server downtime, tight resources, etc.

OTHER SIGNIFICANT JOB ASPECTS Must be able to work varied schedule of days and outside normal 8am-5pm business hours for scheduled and emergency maintenance and/or upgrades as well as standard on-call rotation. Is subject to hold-over and recall for IT emergencies and may need to work nights and weekends depending on operational requirements and other factors.