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 in the Office of Technology (Office) responsible for helping ensure the Airports Authority’s technology systems run efficiently by maintaining software updates, implementing new systems structures, monitoring server activity, and auditing server security. Provides 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 system and additional server components. Designs, develops, tests, debugs, and implements 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 is in good operating order and in accord with business requirements. Serves as a technical problem escalation resource; trouble shoots and diagnoses problems and executes problem analysis procedures in response to trouble reports.

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

-- Performs routine administrative tasks such as entering/setting up, updating, and modifying user rights/privileges. Ensures permissions and access rights are in sync with changing business requirements. Assisting in the maintenance of the proper operation and high availability of computer systems and software (e.g., five nines). Writes and updates technical notes, instructions and procedures. Assists in the writing of change control plans and procedures. Communicates causes, symptoms and analyses of problems. Documents the records indicating changes made to systems.

-- 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.

-- Assists Program Support personnel in the documentation of 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.

-- 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. Seven years of progressively responsible experience in server administration (including supporting and managing servers in a production environment) that includes substantive work in most of the DUTIES in this job description, to include:
   
   a) Versed in Windows Server 2003/2008/2012 administration tasks, such as installation, configuration, management, lock down, security, patching and updating,
   
   b) Experience with Active Directory (Domain trust, site and services, group policy), IIS, DNS and other Microsoft solutions,
   
   c) Knowledge and experience of RAID, NTFS and Share Permissions,
   
   d) Experience with Exchange 2010/2013 management,
   
   e) Experience with virtualization (hyperv/vmware) and storage subsystem administration (EMC/HDS/Dell),
   
   f) Backup Administration (practical experience with at least one of the following: Netbackup, Backup Exec, etc.),
   
   g) Experience with DNS, DHCP, Group Policy Administration,
   
   h) Experience with VMWare ESX, and
i) Manage and administer all aspects of user account management such as password, group, and privilege management for user access.

Education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two of these seven 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).

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 (MCSE) 2008/2012.

2. Certified with at least one certification from EMC,Hitachi,Linux Red Hat, or Microsoft Windows Server.

3. Certification training in one or more of the technologies supported such as, Symantec Netbackup, Symantec Enterprise Vault, Dell Storage certification

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 Windows Server operating system and ability to maintain additional server components including but not limited to Exchange, Active Directory, SharePoint, SQL Server, SharePoint, Lync Server.


3. Knowledge of Active Directory and Exchange 2010 and a thorough understanding of issues related to implementing Active Directory and Exchange on large, distributed networks

4. Knowledge of Linux systems architecture including O/S and disk partitioning standards, backups, SAN, NAS, and multi-tier client-server

5. Ability to configure industry standard server hardware, storage arrays, backup systems, Familiarity with Storage Area Networks (SAN), Network Attached Storage (NAS), and fiber-channel switching concepts and configuration
6. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems and identify relevant information. Examples include skill in identifying server needs of end-users and configuring servers to meet their needs consistent with system standards; in making calculations and applying a variety of mathematical formulae to problems involving computer hardware; in reviewing system software upgrades for potential impact on existing and future Airports Authority servers; and in performing related work of a technical or an administrative type.


8. 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 network activities, recommendations, and plans.

9. 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; and, in general business communication, make recommendations and prepare letters, memoranda, and other documents.

10. 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.

11. 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 assisting in the development of the server administration service catalog: managing service delivery, continuous improvement, providing high-quality day-to-day server services and the configuration, installation and upgrade of hardware, systems software, applications software and other components to improve service delivery with careful
control of costs. Work effects 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). Most work flows to the incumbent as a result of assigned functions and established work processes within the group. 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, in consultation with the incumbent, provides objectives, brief instructions, time frames, and policy guidance for special projects. Most recurring work is accomplished independently. The incumbent collaborates with, and keeps the Supervisor informed and typically elevates only complex or sensitive issues for assistance in resolution. 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.