



Job Description

PCN (s)	08-0227
JOB TITLE	MIS ADMINISTRATOR
LOCATION	ANCHORAGE
RANGE	18/20 FLEX
REPORTS TO	IT SYSTEMS MANAGER PCN 08-0401
FLSA EXEMPT	YES
REVIEWED BY (NAME AND DATE)	TERENCE CATO OCTOBER 2014
APPROVED BY (NAME AND DATE)	KRIS NOONAN OCTOBER 2014

POSITION PURPOSE: This position is responsible for management and maintenance of the information systems for AIDEA / AEA. The duties include, but are not limited to, general maintenance of office computers, servers, SQL databases, IIS / WEB, Hyper V, Cisco phones, and SharePoint sites.

ESSENTIAL FUNCTIONS:

- Manages and assists with installation of Windows /SQL Server based hardware, software, and equipment for the office information system that includes servers, computers, printers, copiers, scanners
- Manages and maintains Dot Net based webpages and SharePoint sites; including set up and maintenance of accounts, maintaining security and implementing enhancements
- Administers Microsoft Exchange 2013 Email Server
- Administers Microsoft 2012 clustered Hyper V environment
- Administers staff and outside parties' connections to office IT system and SharePoint sites
- Provides network administration backup network assistance to Data System's Specialist including monitoring security, installing software, doing back-ups, and recovering files
- Serves as back-up to help desk support to answer questions and troubleshoot computer hardware and software problems encountered by users
- Develops training materials and self-study tutorials for data processing systems. Trains users in the use and application of user-friendly data processing systems
- Assists in managing the VOIP system. Assists in adding or changing programming to the Cisco phone network using the Cisco Call manager
- Plans, directs and assigns work to contract workers and other state employees outside the work unit as directed
- Tests new software applications in a network environment to assure their usefulness before recommending their purchase

- Writes batch programs to facilitate the operation of software applications installed on the network(s)
- Assists with analysis of network needs, and with network design and installation
- Creates, administers, and maintain SharePoint sites
- Independently performs software and communication protocol upgrades on file servers and database servers
- Monitors performance of LAN, and supporting hardware, including routers, servers, workstations and fiber network. Performs ongoing maintenance to the system and designs, plans and implements upgrades.
- Designs and constructs new program tests involving special or unique methods to ensure those newly constructed programs are operating properly
- Administers Microsoft Dynamics NAV database related security measures to provide controlled access to applications, databases, source-code and program libraries
- Controls access to information and users' ability to edit files
- Works with other positions to ensure backup and recovery procedures are followed for network data files

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS:

While performing the duties of this job, the employee is frequently required to sit; use hands or fingers; handle or feel; talk and hear. The employee is occasionally required to bend or twist, squat, kneel and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

TECHNOLOGY, EQUIPMENT, SYSTEMS, AND TOOLS:

Requires advanced skills in personal computers, servers, printers, word processing, database software, email and general office equipment.

CRITICAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Microsoft Server 2008r2 & 2012 Data Center Operating systems, Hyper V, Cluster Servers, TCP/IP Switched Networks, SQL, Web Servers, Firewall software (Ipchains/tables), DNS software, LDAP/Active Directory, Script writing and MS Office product suite
- Knowledge of the programming languages used in development and maintenance of Websites and SharePoint sites using, HTML, Adobe CS5 suite, C, Visual Basic, Visual Studio. Knowledge of hypertext mark-up language (HTML), Internet editors, and file transfer protocol used to develop and public Internet pages and sites
- Knowledge of the principles of web design, techniques used to design web page layout, illustrations and Internet publications
- Skills in troubleshooting techniques for Windows based computer systems and their peripherals, how application software is affected by the operating environment;
- General knowledge of PC and server hardware and techniques used to troubleshoot; install and remove interface cards, microprocessors, and memory chips; and diagnostic software for PC's and networks
- Skills in customer service and support. Skills and patience in providing user support to staff members with minimal to basic understanding of computer systems and software

- Ability to analyze basic technical problems or situations and apply logical problem determination skills to develop effective solutions. This includes assessing the impact of proposed changes and selecting the most appropriate solution to a given problem
- Ability to establish and maintain cooperative relationships with and convey precise, understandable information to management, agency personnel, vendors, and other data processing staff both orally and in writing
- Ability to write general instructions for using and operating a program and instruct users and operators in running the program
- Ability to review system documentation to understand the scope of the system and completeness of documentation
- Ability to maintain current knowledge of evolving trends of the information industry
- Ability to define and document the steps needed to organize and complete a project
- Expertise in the software products and tools available to maintain and support Microsoft Workstations and Microsoft Servers in an Domain / Active Directory Environment (such as Backup Exec, Symantec Antivirus, TCP/IP, Cisco ASA 5505, Watch-guard Firewalls and etc.)
- Expertise of all Microsoft SQL functionality. (Such as SQL Backups and SQL / Windows Security)

DESIRED QUALIFICATIONS:

A bachelor's degree from an accredited college in Computer Science, Management Information Systems, Information Technology, Mathematics, or a closely related field AND at least three years of current experience in MIS or data communications, Exchange Server, MCSE and Cisco Certification (CCNP preferred), and Visual Studio.

OR

Education in Computer Science, Management Information Systems, Information Technology, Mathematics, or a closely related field AND at least six years of current experience in MIS or data communications, Exchange Server, MCSE and Cisco Certification (CCNP preferred), and Visual Studio.

DISTINGUISHING CHARACTERISTICS (FLEX POSITIONS ONLY):

Range 20 is distinguished from Range 18, in that the network for which typically responsible is smaller and less complex task, size, operating systems, data transmission protocols and the variety of application software. At a Range 18 develops, maintains and administers larger, more complex areas of the network and applications and includes additional responsibilities:

- Analyzes network needs, advises on network design and installation, and tests new software applications in a network environment to assure their usefulness before recommending purchase
- Performs security analysis including review of firewall logs and other scripts, locates, researches and takes action to minimize unnecessary traffic and anticipates future security issues
- Assists help desk with more complex problems, provides in-person customer service support and researches and assigns tasks for Help Desk to complete on user computers

- Using problem descriptions, designs programs and routines in consultation with users. Designs the program to meet specific format and/or decides among alternative formats for input and output information
- Determines feasibility of resolving problems or implementing applications with existing computer configurations
- Evaluates the technical and economic feasibility of the conversion of existing programs to a new machine or a new operation
- Develops and/or writes general multipurpose programs that will serve for AIDEA / AEA staff
- Writes programs in command level languages
- Microsoft Windows Server 2012 Hyper V: Optimizes trade off of storage space and running time in view of storage and processor limitations and application requirements application
- Guides and advises less informed colleagues on an informal basis in the use of programming languages and data processing techniques
- Works with State of Alaska Data Security Specialist, where appropriate, to assure: (1) firewall is properly protected and (2) data security and recovery procedures are followed