SERVER ADMINISTRATION TEAM MANAGER

Group-Section: Information Technology Group – Applications & Infrastructure Section	**FLSA Status:** Exempt **Bargaining Unit:** MAPA	**Salary Grade:** 064 **Job #:** TM049

JOB SUMMARY

Responsible for managing and supervising the development, implementation and maintenance of Metropolitan's servers (excluding Supervisory Control and Data Acquisition), data storage systems (Storage Area Network and Network-attached storage), centralized backup/restore system, Exchange email system, Cloud based infrastructure alternatives, and monitoring the facility operations of Metropolitan's data centers. Areas of responsibility include ensuring high levels of server, storage, and data backup/restore performance and availability; integrating business unit needs with server infrastructure and storage; maintaining/improving server and storage capability and capacity; designing and installing servers both physical and virtual; planning for future system needs by leveraging Cloud or latest server solutions; and researching technology innovations to determine potential application to District business needs.

OVERSIGHT

Receives direction from the Unit Manager. Manages and supervises a staff of professionals and technicians.

JOB DUTIES

1. Manages the design, development, installation and maintenance of Unix, Linux, Windows and Exchange server environments including enterprise storage systems; reviews, assigns and monitors the addition, upgrade, installation and maintenance of servers, storage, backup/restore and the Exchange email system; establishes standards for application architecture; and implements disaster recovery programs.

2. Manages Metropolitan's data centers; manages the evaluation, programming, and processing of data requests; ensures accurate, timely, and quality delivery of ongoing and periodic requests; develops policies, procedures, and schedules for data center activities; and manages the upgrade and installation of data center hardware, software, and environmental equipment.

3. Performs capacity planning to determine future and current needs; establishes and implements performance measures; monitors server, storage, backup/restore, and Exchange email performance.

4. Coordinates team activities with other information technology teams and with managers and staff in other business units; and participates in the planning and implementation of complex projects.

5. Supervises staff including selection, assignment and monitoring of work, coaching, counseling and performance assessment; reviews work for thoroughness and adherence to standards; assesses employees' competencies and develops training plans.

6. Provides general administration of the team including establishing and tracking team goals and objectives; analyzes team activities and prepares, develops and monitors team budget; evaluates resource needs; assists in the development of the annual business plan; provides quarterly updates of the business plan.

7. Estimates costs and staffing requirements for requested projects; assists in preparation of capital budget; selects and monitors temporary staff and consultants; prepares and evaluates Requests for Proposals, participates in selection of contractors and manages contracts for services.

8. Ensures servers, storage, backup/restore, and the Exchange email system are available and functioning at optimal levels; ensures data centers are operating properly; establishes standards and practices; monitors system performance and security; purchases, installs and manages servers and software licenses.

9. Serves as technical advisor in the installation and maintenance of servers; researches and evaluates new technologies

10. Assists in developing team and unit policies, methods and procedures; reviews and makes recommendations regarding the development of Quality Assurance/Quality Control procedures, project milestones, presentation, and documentation.

11. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

Required Knowledge of: Supervisory methods and techniques; team building; contract administration; project management including planning, scheduling, and costing; report writing; personnel management practices; practices and principles of strategic planning; performance measurement tools and metrics; policies and procedures related to budget, procurement, and human resources; server administration; Microsoft, Unix, and Linux operating systems; data center administration; data center environmental equipment; enterprise storage administration; Local Area Network/Wide Area Network administration; enterprise and network server hardware, server security; patch management; virus protection; disaster recovery practices; email administration.

Required Skills and Abilities to: Plan and organize the work of the team; encourage and facilitate cooperation; interpret laws, rules, and regulations relative to the Section/Group; communicate orally and in writing; determine training needs of staff; establish collaborative working relationships with all levels within the District; configure, install and maintain server

Job Title: Server Administration Team Manager
Job Code: TM049
Adopted: 04/07/05
Revised: 06/18/17
Supersedes: 02/14/17
Page: 2

hardware, software, and data center environmental equipment; troubleshoot and debug system problems; apply virus updates and patches.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIREMENTS

Certificates
- None

Licenses
- Valid California Class C Driver License that allows you to drive in the course of your employment

Registrations
- None

DESIRABLE QUALIFICATIONS
None

PHYSICAL DEMANDS, WORK ENVIRONMENT AND VISION REQUIREMENTS
The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. The work environment may include some exposure to outside elements. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements

Job Title: Server Administration Team Manager
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Page: 3