

ENTERPRISE SERVER ANALYST

DEFINITION

Assists with planning, configuring, analyzing, implementing, managing, and monitoring components of the District's Enterprise Server systems, cloud deployments, and related collaboration and messaging platforms.

TYPICAL DUTIES

Participates in system testing, configuration, certification, and product lifecycle management of the District's Enterprise Server Systems, Collaboration/Messaging Platforms (Office 365/Google Apps), Cloud deployments, and Monitoring systems.
Installs, monitors, and maintains server back end storage areas and enterprise level applications.
Monitors, manages, and recommends preemptive action to prevent server/service down time.
Analyzes and makes recommendations on server/system performance.
Assists with configuring and implementing Microsoft SQL server database storage.
Monitors and corrects Enterprise Server Systems and collaboration/messaging operation issues using the District's performance management and monitoring systems.
Documents and maintains documentation on system architecture and operational processes.
Applies operating system patches and upgrades as necessary.
Configures and maintains e-mail system access controls using Role Based Access Control (RBAC) in Active Directory, Azure Active Directory, Microsoft 365, Google, and other cloud services.
Assists with making and recommending long-range development plans in specific areas of client/server technologies.
Participates in completion of scheduled and unscheduled system maintenance.
Serves as the first level technical resource for monitoring and servicing the District's Enterprise Server Systems and centralized management and monitoring infrastructure.
Assists with Implementing the District's server security hardening policies and procedures.
Configures and installs common software packages and server services.
May assist with data center operations as needed.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Enterprise Server Analyst is responsible for the operational support of the District's Enterprise systems, including participation in the design, planning, implementation, and architectural development of the District's Enterprise server systems, related collaboration and messaging technologies, Microsoft 365 and monitoring systems.

The E-mail Administrator is responsible for the operational design, architectural development, planning, maintenance, and daily operations of the District e-mail system infrastructure.

An Operating Systems Specialist develops new concepts to maintain and modify information systems to meet District requirements in a highly advanced and specialized area of information technology.

SUPERVISION

General Supervision may be received from an IT Operations Manager, Mobile Device Management Specialist, or higher-level administrator. Technical direction is provided by the E-Mail Administrator, Operating Systems Specialist, or higher-level administrator.

CLASS QUALIFICATIONS

Knowledge of:

Microsoft Windows Server, VMware, and Unix/Linux based operating systems
Basic systems troubleshooting and system security concepts including, but not limited to, encryption, authentication, PKI certificates, access controls, patching, network segmentation, and intrusion detection
Proactive Monitoring and Management tools such as BMC TrueSight Operations Manager, NetScout Fluke, AppDynamics, Microsoft System Center and Operations Manager Active Directory, Domain Name System (DNS), DHCP, and global directory synchronization
Microsoft Internet Information Services
Enterprise data back-up and recovery systems such as Google Actifio, Tivoli Storage Manager, etc.
Enterprise endpoint protection software such as Microsoft Defender
Mobile device management platforms including Microsoft Intune, Workspace One, and Google Back up applications, and Enterprise anti-virus software
Enterprise storage such as SAN allocation to servers, clusters, and hyper-converged private cloud
Cloud storage including Microsoft Azure and Google Cloud
Platform as a Service (PaaS), Infrastructure as a Service (IaaS), Software as a Service (SaaS) and other related cloud technologies

Ability to:

Maintain, support, and troubleshoot Windows and Unix/Linux servers, including, performance protocols, and related security
Analyze and solve complex server hardware, and software problems, and network dependency issues
Manage and maintain cloud solutions and hybrid cloud solutions
Prepare clear and concise reports with technical documentation
Maintain effective working relationships with District personnel

ENTRANCE QUALIFICATIONS

Education:

Two years of college-level coursework in mathematics, computer science, information systems, computer engineering, or a related field. Additional qualifying experience may be substituted for the required education on a year for year basis provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience:

Two years of experience installing, configuring, servicing, and repairing local area network hardware and servers; configuring and maintaining cloud infrastructure and software services; or any combination thereof. One year of experience with a system that serves at least 20,000 users daily is preferable.

Special:

A Cloud certification or IT Foundational certification is preferred, such as Information Technology Infrastructure Library (ITIL) Foundation, Microsoft Azure Fundamentals, Google IT Support Certificate, Red Hat Certified System Administrator, or Amazon Web Services (AWS) Certified Cloud Practitioner.

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle.

SPECIAL NOTES

Employees in this class are subject to call at any hour.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of the position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
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MCV