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 technologies.

TYPICAL DUTIES

Participates in system testing, 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.
Maintains documentation on system architecture and operational processes.
Applies operating system patches and upgrades as necessary.
Assists and configures controlling e-mail system access using Role Based Access Control (RBAC) in Active Directory and Office 365.
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.
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, Office 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 Operating Systems Administrator or Operating Systems Specialist. Technical direction on E-mail infrastructure is provided by the E-Mail Administrator.

CLASS QUALIFICATIONS

Knowledge of:

Microsoft Windows Servers and Unix/Linux based operating systems
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), DCHP, and global directory synchronization
Use of Microsoft Internet Information Services and Active Directory
Back up applications, and Enterprise anti-virus software
Use of Enterprise level storage such as SAN allocation to servers and clusters
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
Prepare clear and concise reports with technical documentation
Maintain effective working relationships with District personnel

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree preferably in mathematics, computer science, information systems, 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:

Three years of experience installing, configuring, servicing and repairing local area network hardware and servers; configuring and maintaining cloud technologies; or any combination thereof. One year with a system that serves at least 5,000 e-mail users daily is preferable.

Special:

A valid California Driver License.
Use of an automobile.

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
11-07-19
JAP