

## ENTERPRISE SERVER ANALYST

### DEFINITION

Assists with planning, configuring, analyzing implementing, managing, and monitoring components of the District's Enterprise Server system and related technology and is responsible for the operational support of the Exchange system.

### TYPICAL DUTIES

Participates in system testing, certification, and product lifecycle management of the District's Enterprise Server System.

Maintains all Exchange servers and resolves issues and problems.

Installs, monitors, and maintains server back end storage areas and enterprise level applications.

Monitors, manages, and recommends preemptive action to prevent server down time.

Analyzes and makes recommendations on server performance.

Assists with configuring and implementing Microsoft SQL server database storage.

Monitors and corrects all messaging operation issues using Microsoft Operations Manager.

Assists with the implementations of e-mail policies and procedures and e-mail disaster recovery operations and procedures.

Maintains documentation on system architecture and operational processes.

Applies operating system patches and upgrades as necessary.

Assists in controlling e-mail system access based on local or active directory accounts and District policies and procedures.

Assists with making 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 centralized exchange infrastructure, which includes the exchange clusters and database servers.

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 Exchange systems, including participation in the design, planning, implementation, and architectural development of the District's e-mail 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.

A Database Specialist recommends long-range development plans, prepares technical specifications, and analyzes hardware and software requirements for database systems.

### SUPERVISION

Direct supervision is received from the IT Projects Manager in charge of the Enterprise server team. Technical direction on exchange infrastructure will be provided by the exchange E-Mail Administrator.

## CLASS QUALIFICATIONS

### Knowledge of:

Microsoft Exchange  
High volume e-mail systems  
Common Internet e-mail protocols and components such as Internet Message Access Protocol (IMAP)  
Use of Multipurpose Internet Mail Exchange (MIME), POP3, Simple Mail Transfer Protocol (SMTP), MTA, e-mail gateway, and servers  
Common Exchange directory synchronization, database utilities, backup and recovery procedures, and mail routing  
Active Directory, Domain Name System (DNS), DHCP, and global directory synchronization  
Use of Microsoft Internet Information Services and Active Directory  
Common messaging operations in Microsoft Operations Manager  
Back up applications, Enterprise anti-virus software, and wireless e-mail services  
E-mail clients including Microsoft Outlook, Outlook Express, POP3, and web-mail interface  
Microsoft Exchange backend databases and clusters  
Use of Enterprise level storage such as SAN allocation to servers and clusters

### Ability to:

Maintain, support, and troubleshoot Exchange servers, Exchange message routing and transports, Directory Services, Outlook Client, OWA, Public Folders, Certificate Services, performance protocols, and related security  
Analyze and solve complex server hardware, software, Exchange, and other e-mail system problems  
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 including at least one year with a system that serves at least 5,000 e-mail users daily.

### Special:

A valid California Driver License.  
Use of an automobile.  
Microsoft Certified Solutions Expert (MCSE): Messaging.

## 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. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised  
06-23-14  
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