

- Utilizes monitoring and alerting tools to proactively address system performance and security issues.
- Designs, develops, and implements infrastructure solutions, including data centers, cloud services, servers, storage, and active directory.
- Leads initiatives to automate infrastructure deployment, monitoring, and performance optimization.
- Interprets County, State, and Federal regulations to determine impact on assigned system functions; develops system modifications to ensure compliance with regulations.
- Collaborates with stakeholders to align technological designs with business requirements and strategies.
- Develops and maintains automation for IT operations, including ticketing, patch management, and inventory.
- Implements cross-platform monitoring solutions and automated self-healing processes.
- Leverages agile practices for continuous process and quality improvements.
- Acts as a technical lead or project manager for infrastructure and IT initiatives.
- Collaborates with County departments to deliver integrated and effective solutions.
- Coordinates with contractors, vendors, and service providers to meet project requirements.
- Provides expert-level support for platforms such as Active Directory, Office 365, networking, security and virtualization technologies.
- Leads technical design reviews and ensure high-quality infrastructure solutions.
- Mentors staff, fostering development and operational excellence.
- Prepares and maintains technical documentation, project specifications, and operational reports.
- Ensures records are accurate, comprehensive, and accessible.
- Ensures accurate and real-time technology inventory regarding both software and hardware assets.
- Maintains clear and effective communication with stakeholders and end-users.
- Identifies opportunities for operational and procedural efficiencies to improve service delivery.
- Performs related work as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of infrastructure design and delivery, contemporary IT standards, operational and IT infrastructure management
- Physical and cyber security policies, standards, and procedures
- Hardware and software platforms and system administration, such as, but not limited to Microsoft, Windows Server, and Linux computer operating systems
- Server virtualization using hypervisors such as VMware ESX Integrated (ESXI), Hyper-V, desktop and application virtualization using Microsoft Windows
- Contemporary operating platforms, cloud delivery platforms and technologies, backup and disaster recovery solutions, advanced next generation firewall management, hyper-converged platforms

- Infrastructure services, software, and enterprise data management, logon scripts, windows command line, PowerShell, web server, web hosting services, and Remote Procedure Call (RPC), Azure and Amazon Web Services (AWS) cloud services delivery platforms, cloud delivery services, Microsoft Structured Query Language (MS SQL) Server, Structured Query Language (SQL), storage systems including storage area network (SAN), network-attached storage (NAS), and cloud storage and data services, Active Directory (AD), SAML/SSO, Azure Active Directory (AAD), AD group policies, domain controllers
- Directory Sync and Active Directory Federation Services (ADFS), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), Windows Internet Name Service (WINS), Simple Network Management Protocol (SNMP), Simple Mail Transfer Protocol (SMTP), network topologies, Open Systems Interconnection (OSI) model, Ethernet, Transmission Control Protocol (TCP), and Internet Protocol (TCP/IP) and Fiber-Channel communications, business collaboration and productivity solutions including the M365 suite, E-mail systems, Microsoft Teams, and SharePoint, effective customer service techniques
- Common service delivery principles and frameworks such as Information Technology Infrastructure Library (ITIL), Information Technology Service Management (ITSM), principles and frameworks of Agile project management
- Principles and practices of Customer Centric Design Thinking
- English usage, grammar, spelling, vocabulary, and punctuation

Ability to:

- Ability to lead, initiate, evaluate, supervise, and govern projects aligning the infrastructure service delivery capabilities to achieve specific objectives
- Effectively plan, organize, and prioritize tasks
- Plan, create, and follow complex and detail-oriented project plans, and/or documentation
- Analyze complex technical problems and develop effective solutions
- Troubleshoot, repair, and recover from hardware and software issues
- Identify root causes of faults in systems and implement appropriate corrective and preventative measures
- Research and recommend innovative, and automated approaches for system administration tasks
- Develop and maintain installation and configuration procedures
- Develop and maintain system standards and best practices
- Perform systems administration tasks on servers, storage systems, and infrastructure applications
- Implement new IT solutions and services
- Analyze, comprehend, and apply administrative, departmental, and county policies, procedures, and regulations
- Communicate effectively both orally and in writing
- Prepare clearly written reports, and other documents, diagrams, and presentations.
- Provide effective customer service
- Establish and maintain effective working relationships with technical and non-technical professionals at all levels including county supervisors, department heads, fellow employees, contractors, vendors, service providers, and the public
- Operate modern computers and related computer software
- Successfully complete and extensive and thorough law enforcement background investigation and maintain clearance while employed in this classification.

Education & Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Graduation from an accredited college or university with a Bachelor's degree in Computer Science or closely related field. Two (2) years of related professional experience may account for a single year of education
- A minimum of four (4) years of professional experience working in an Information Technology engineering, design or support role.
- At least two (2) years of professional experience working in a senior-level network, server, storage, or cloud compute engineering role.

License & Special Requirements:

- Requires a valid California driver's license.
- Must maintain an active CJIS Security (Advanced) certificate
- Must adhere to County policies for handling sensitive information.
- Must pass a comprehensive background check, including a California Department of Justice/FBI fingerprint and criminal history check.

Certification in following areas preferred: ITIL Foundations or advanced certifications, Microsoft Certified Systems Engineer (MCSE), Microsoft Certified: Azure Fundamentals or related certifications, CompTIA certifications (e.g., Network+, Security+, Server+), Cisco Certified Network Associate (CCNA) or higher, Certifications in scripting or automation tools (e.g., PowerShell).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. May require extensive keyboarding and data input including the use of a mouse or computer pointer device. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 50 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. May be exposed to dust, scents or fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures. May be subject to irregular working hours or required to work long hours as needed.

**EQUAL OPPORTUNITY EMPLOYER / AMERICANS WITH DISABILITIES ACT
COMPLIANT / VETERANS' PREFERENCE POLICY / DRUG-FREE WORKPLACE**