Town of Branford Job Announcement

Posting Date: July 22, 2022

Closing Date: until filled

Job Title: <mark>IT SYSTEMS ADMINISTRATOR</mark>

Department/Location: Information Technology

Union Affiliation: UPSEU

Employment Type: Full Time

Hours per Week: 40 hours

Salary: $65,933.99 - $77,569.41 per year

  If you are interested in the public service sector, we encourage you to explore working for one of the best shoreline communities in Connecticut, the Town of Branford. As an **experienced systems administrator** you will work with the Town's municipal departments, while being member of a professional group of colleagues, to administer and maintain the Town's network infrastructure and Microsoft computer systems. The Town of Branford understands that to continue its fine community reputation that we employ talent who are motivated, professional and dedicated to serving the public and our employee community.

The **Systems Administrator** is responsible for administering and maintaining the network infrastructure and Microsoft computer systems, including all hardware, software, portable devices, and broadband connectivity. Diagnoses and resolves system and end-user issues when they arise. Replaces and upgrades defective or outdated hardware/software when necessary. Monitors system performance and responds to issues when they arise. Researches and recommends new approaches to improve business processes and workflows. Provides technical support for end users. Maintains documentation on assets and business processes which employees need to follow.

Essential Functions:

- Manage network infrastructure (Servers, Firewalls, Switches, etc.) and software (Microsoft Windows and other network applications)
- Manage timely patching and updates for servers, network infrastructure, end-user hardware and software.
- Maintain business continuity (Local and offsite backups, security auditing, network failover)
- Administer Microsoft Server Hybrid Infrastructure (Windows Server, Exchange, Office 365)
- Administer network user accounts (create and modify users, and assign correct security permissions)
- Monitor system logs and alerts; mitigate issues and optimize systems as indicated.

- Handle critical issues and emergencies – data loss (backups and restoration), hardware failure, disaster recovery and cybersecurity breaches and/or attacks.
- Maintain IP telephony and video conferencing systems
- Consult with IT staff in evaluating and recommending technology solutions
- Support end users at various departments throughout the town. Promote team effort to serve end users and the public when needed.
- Assist consultants and outside vendors with maintenance and changes to onsite and remote systems.
- Keep up to date with latest technology trends and practices and have a willingness to learn and implement new technologies and best practices

· Acts as a backup to other IT Staff in his/her absence

- Other duties as assigned by IT Management.

Necessary Knowledge, Skills and Abilities:

- Self-starter with strong self-management skills

- Ability to handle high-stress situations while maintaining a high level of customer service

- Ability to organize and manage multiple priorities and projects

- Excellent problem solving and research skills

- Excellent oral and written, technical and non-technical communication and presentation skills

- Ability to maintain confidentiality

- Ability to work well with others in a professional and cohesive manner

- Ability to willingly make changes when brought to your attention

Minimum Qualifications:

- High School Diploma or GED, or advanced education and/or training related to the requirements of this position

- One (1) year work experience with VMware vSphere

- Three (3) years' work experience with Window Servers (2012 and newer) and one (1) year experience with Windows Server + Active Directory design, implementation, and support

- One (1) year work experience with Veeam or comparable virtual machine-based backup solution.

- Three (3) years' work experience in computer maintenance services of a technical nature in an environment with 25+ computers and 5+ servers

- Three (3) years' work experience with Microsoft Exchange

- Three (3) years' work experience with support of desktops, servers, and network systems

- Familiarity with firewall systems and switches

- Valid Connecticut State driver's license

Preferred Qualifications:

- Associate or Bachelor's degree in Information Systems or related field

- Five (5) years of experience with VMware vSphere

- Five (5) years of experience with Windows Server, Active Directory design, implementation, and support

- Experience supporting M365/Azure basic business function requirements, such as Azure AD, SSO (single sign-on), MFA (Multi Factor Authentication), conditional access, virtualization, and storage.

- Experience in the installation and administration of SonicWall Firewalls

- Microsoft support certifications or training

- Experience working in a local government environment

- Experience working in a multi-site environment

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law. The Town of Branford reserves the right to limit the number of qualified candidates who will be considered for the position. All candidates must successfully pass a post-offer substance abuse test given at the Town's expense. The Town of Branford conducts background investigations for all positions prior to hiring. Refusal to sign the release form will terminate the candidate from further consideration. The Town offers a wide variety

of benefits including: Medical & Dental Insurance, Term Life Insurance, CMERS Pension, Paid Vacation, Paid Sick Leave, Paid Holidays, etc.

Email your Resume& Cover Letter:

CAREERS@BRANFORD-CT.GOV

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https://www.branford-ct.gov/departments/human-resources   (203) 315-0628 or (203) 315-0629