State of South Carolina

Senior Server Administrator

LOCATION	Richland County, SC	**JOB TYPE**	FTE - Full-Time
JOB NUMBER	161220	**AGENCY**	Judicial Branch
DIVISION	Information Technology	**OPENING DATE**	02/02/2024
CLOSING DATE	3/30/2024 4:59 PM Eastern	**RESIDENCY REQUIREMENT**	No
CLASS CODE:	IT1023	**POSITION NUMBER:**	60003683
NORMAL WORK SCHEDULE:	Monday - Friday (8:30 - 5:00)	**PAY BAND**	Unclassified
OPENING DATE	02/02/2024	**EEO STATEMENT**	Equal Opportunity Employer
AGENCY SPECIFIC APPLICATION PROCEDURES:	Interested persons meeting the required qualifications may submit an application at www.careers.sc.gov. All questions on the application must be completed and should include all work history and education. A resume may be included but will not be accepted or reviewed in lieu of an incomplete application. Supplemental questions are considered a part of your application and must be completed.	**VETERAN PREFERENCE STATEMENT**	South Carolina is making our Veterans a priority for employment in state agencies and institutions.

Job Responsibilities

SOUTH CAROLINA
JUDICIAL BRANCH

The South Carolina Judicial Branch (SCJB), invites applications for Senior Server Administrator.

The Senior Server Administrator is responsible for the administration, maintenance, security, design and support of the South Carolina Judicial Branch's server infrastructure in the local NOC and disaster recovery location.

ESSENTIAL DUTIES AND RESPONSIBILITIES OF THE POSITION

This job bulletin represents general duties for this position and is not intended to be construed as exclusive or all-inclusive.

Other duties may be required and assigned.

- Responsible for the South Carolina Judicial Branch's (SCJB's) Microsoft Active Directory (AD) directory service environment used for authentication and authorization of all users and computers in both AD Sites to include user/group account creation, AD replication, group policy objects (GPOs) used to define specific configurations for users and computers for security CIS benchmarks, and network policies. Maintains internal and external Domain Name System (DNS) zones used for name resolution services. Responsible for the DHCP server environment which automatically issues IP addresses. Reviews DHCP logs and scope capacity if issues reported. Troubleshoots GPO, DNS, DHCP, and other AD related issues.
- Responsible for Microsoft Endpoint Configuration Manager (MECP), formally known as SCCM, to include but not limited to deploying security patches for servers and workstations on-prem and in Intune, Windows client Operating System Deployment (OSD) on-prem and Azure joined PCs, Windows servicing process for automating Windows feature updates, application upgrades and deployments, System Center Endpoint Protection (SCEP) management and third-party patch management.   Troubleshoots, patches and upgrades systems.
- Responsible for Microsoft Exchange 2016 on-premise email system used by internal SCJB employees and for internal and external applications like Efiling and CMS. Troubleshoots, patches and upgrades systems. Monitor the day-to-day operations of Microsoft Exchange servers including handling user support tickets, server maintenance, data migrations, and deployments of Microsoft Exchange. Provides guidance as a subject matter expert for Messaging and Collaborations Services. Manages and monitors Microsoft's hosted cloud email service in Office 365 in a hybrid setup with SCJB's on-premise email system. Migrates on-premise mailboxes to the cloud, manages user licenses, configures user mailboxes to be backed up and uses querying tools to troubleshoot mail deliver issues. Manages Microsoft Entra Connect, formerly AD Connect, which is used for cloud-based user identity management by synchronizing SCJB's on-premise user account information and passwords to the cloud to provide a same sign-on experience.
- Responsible for DirectAccess environment which allows connectivity for remote users to resources in SCJB's local network in a secure, seamless manner. Assists the help desk with tier two DirectAccess calls by reviewing information provided by the DirectAccess connectivity assistant.   Manages the Windows SSTP VPN which is a manual way for an end-user to connect their workstation to SCJB's local network using Windows VPN client. Reviews routing and remote access logs if users report issues connecting.
- Responsible for SCJB's certificate authorities (CA) used for attesting to the identity of computers and organizations by generating digital certificates to secure communication by using Microsoft's Enterprise CA for multi-domain environment. Manages GPOs to automatically issue certificates to all SCJB workstations and servers to provide a high-level of secure communication between end-points.   Co-manages the issuance of internal and third-party certificate request for websites, servers and applications, and Offline Root CA Certificate Revocation Lists (CRLs) updates.
- Co-manages Office 365 to including but not limited to Exchange Online, Teams, SharePoint Online, Intune, AzureAD, policies, and Azure tenant resources. Co-manages the design, configuration, and administration and patching of Microsoft's Skype for Business systems used for instant messages and SFTP software administration and support use for secure file transmission.
- Documents and updates standard operating procedures. Works closely with another server administrator on administration, support and upgrade planning for all Microsoft and server team products with a strong emphasis on collaboration and development and implementation of strategic goals that align with business objectives. Ensures the security and integrity of server systems through regular audits and proactive measures. Cross trains and shares knowledge with other staff.
- Collaborates with management on issues affecting the Data Center, statewide hosting services, and offers recommendations. Takes corrective actions where necessary to ensure business functionality. Acts as technical lead on SCJB projects. Shares rotational responsibilities for On-Call after-hours support.
- Performs other duties as designated by the Network Manager.

Minimum and Additional Requirements

MINIMUM QUALIFICATIONS (EDUCATION AND EXPERIENCE)

- Bachelor of Science degree or higher in related area and 7+ years of combined documented experience with Active Directory, Office 365, Azure, Microsoft Exchange 2016, MECP/SCCM, virtualization platforms, SQL Server databases, and storage-specific information technology experience;
- OR an Associates' degree or high school diploma and 10+ years of combined documented experience.
- Must hold a minimum of two (2) of the following certifications: MCSE/MCSA/MCITP, AWS/Azure/O365, GIAC, CCNA, MCSE Messaging, CompTIA Server+, VCP/ VCA; OR 2+ documented years with recent experience in managing Active Directory, Office 365, Azure, Microsoft Exchange 2016, MECP/SCCM, virtualized environments, storage technologies, and configuration of servers.
- Related experience may be substituted for the bachelor's degree on a year-for-year basis.

<u>**REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS**</u>

Knowledge:

- Knowledge of installation, configuration, administration, and troubleshooting of MS Exchange/Exchange Online, Active Directory to include GPOs, DHCP, DNS, VMware or Hyper-V, and storage platforms. Experience with MECP/SCCM or other OSD solution to include deploying desktop images with OSD task sequences, creating applications, and deploying security updates.
- Knowledge of Office 365 and PKI administration.
- Experience working in a data center operations environment and with disaster recovery technologies. Understanding of the following storage technologies: SAN/NAS and backup recovery.
- Knowledge of computer and server system analysis, design, testing, troubleshooting, debugging, and maintenance techniques. Experience with NTFS and share permissions.
- Working knowledge in the following OS and applications: Windows Server 2016, Windows 10, Active Directory, Skype for Business or Microsoft Teams, VMware/Hyper-V, PowerShell scripting for Exchange and domain management.
- Knowledge of network and data center communications, office automation systems, information processing operations, fiber optics, and computer hardware/software as they relate to the latest trend in server technology.

Ability to:

- Ability to create, configure, and maintain databases, DAG, mailboxes, address lists, distribution groups, and message routing.
- Ability to coordinate and work in team environment. Ability to present technical and non-technical reports in a clear and concise manner. Ability to establish effective working relationships with vendors, management, staff, and users.
- Ability to perform computer and server system analysis, design, testing, debugging, and maintenance techniques.
- Must be able to work in an autonomous environment with excellent self-direction, initiative and motivation, and use individual discretion in the interpretation and application of information technology policies, practices, and procedures.
- Must be able to continuously stand, walk, bend, squat, work under desk, climb stairs, work in a data center environment, data closets, and frequently lift 50 pounds or higher.
- Expected to advise management of any concerns or provide recommendations regarding designs, developments, deployments, network issues, email, databases, storage/backup environments, and server infrastructure.

Preferred Qualifications

<u>**DESIRABLE REQUIREMENTS (EDUCATION AND EXPERIENCE)**</u>

- Experience working in a data center operations environment. MCSE/MCSA/MCITP and Azure/O365 certified.
- Experienced in Server OS platforms, Active Directory, Azure, DNS, DHCP, Group Policy, Bitlocker, Exchange 2016 Hybrid technology and Office 365, VMWare/Hyper-V, OSD imaging to include Windows ADK and Microsoft Deployment Toolkit (MDT), PKI and Data Center technologies.

Additional Comments

<u>**ADDITIONAL COMMENTS**</u>

The South Carolina Judicial Branch offers an exceptional benefits package for FTE positions that include:

- Health, Dental, Vision, Long Term Disability, and Life Insurance for Employee, Spouse, and Children;
- State Retirement Plan and Deferred Compensation Programs (Temporary positions have option to enroll);
- 15 days paid annual (vacation) leave per year;
- 15 days paid sick leave per year;
- Option to designate 10 days of earned paid sick leave per year as family sick leave;
- 13 paid state holidays;
- Paid Parental Leave; and
- Workers' Compensation Benefits.

<u>**EQUAL OPPORTUNITY EMPLOYER**</u>

The South Carolina Judicial Branch is an equal opportunity employer and is committed to providing equal employment opportunities to all applicants and does not discriminate on the basis of race, color, religion, national origin, sex, gender, pregnancy, age, or disability.

Agency	**Agency**
State of South Carolina	Judicial Branch
	Address

1220 Senate Street
Suite 101
Columbia, South Carolina, 29201

Phone

803-734-1970

Senior Server Administrator Supplemental Questionnaire

*QUESTION 1

What is your highest completed level of education?

- ◯ PHD
- ◯ Master's
- ◯ Bachelor's
- ◯ Associate's
- ◯ High School Diploma
- ◯ None of the above

*QUESTION 2

What certifications do you currently hold?

*QUESTION 3

Provide a summary of your experience with Microsoft Endpoint Configuration Manager (MECP), formally SCCM, to include OSD.

*QUESTION 4

How many years of documented experience do you have with Windows Server (Active Directory/GPOs, DNS, DHCP), Microsoft Exchange/Exchange Online, Office 365, Azure/AWS, and virtualization platforms.

*QUESTION 5

Provide a summary of your experience with Windows Server (Active Directory/GPOs, DNS, DHCP), Microsoft Exchange/Exchange Online, Office 365, Azure/AWS, and virtualization platforms.

*QUESTION 6

Provide a summary of your experience with PKI.

*QUESTION 7

Do you have experience with Remote Access technologies? Please explain.

* Required Question