Job Summary:
The job of *Systems Infrastructure Specialist* reports to the Director of Information Systems and is established for the purpose of assisting the System Analyst, Network Analyst and other Information Systems team members. This position will support the office in the day to day tasks associated with, but not limited to, computer servers, network devices and VOIP phones.

Essential Job Functions:
- Coordinates with staff for the purpose of smooth network and server operations with backup coverage for the office and districts.
- Enables sharing of files and printers for the purpose of facilitating efficient resource usage by office employees.
- Maintains document imaging system for the purpose of enabling easy and accurate access to electronically scanned information.
- Helps with the maintenance of e-mail servers for the purpose of keeping essential electronic communications operational.
- Helps with the maintenance of servers and server security for the purpose of keeping the day-to-day operations of TCOE workable.
- Helps manage directory structure for the purpose of keeping the internal systems operations available.
- Operates antivirus solution for the purpose of maintaining an uncompromised computer and network systems.
- Provides technical support of web servers for the purpose of presenting web-based content to internal and external users.
- Reports server status for the purpose of keeping the Information Systems staff abreast of any problems and/or solutions.
- Supports staff and end-users for the purpose of enabling efficient and proper use of servers and server functions.
- Trains staff on server usage for the purpose of being able to utilize any new functionality.
- Assists in the configuration of network devices for the purpose of installing, upgrading, or replacing devices such as switches and access points and phones.
- Travels to various locations throughout Tulare County using own vehicle for the purpose of providing technical and network support.

Skills, Knowledge and/or Abilities:
- maintain and foster a team spirit with fellow staff;
- assist with the operation of a cohesive server farm and maintain its optimum efficiency
- assist with projects and help facilitate their completion
- under the guidance of the System Analyst, build, configure new and/or existing servers
- under the guidance of the Network Analyst, implement, configure and/or install network devices
- assist in the troubleshooting process of data and network equipment
- assist in the diagnoses of data and network equipment

Knowledge of:
- Windows server and workstation software;
- Active Directory;
- E-mail systems (internal, external and protection appliances);
- Internet support systems (DNS, IIS, ISA, etc.);
- Internet and server security methodology (Firewalls, DMZ, etc.);
- Familiarity with virtual servers (VMware vSphere, vCenter, ESX, ESXi, etc.)
- Basic switch and router functionally
- Basic VOIP phone installation and configuration
- Basic understanding of wireless networks

Ability to:
- communicate effectively over the phone, in meetings, in seminar settings, or other electronic methods;
- establish and maintain effective working relationships with those contacted during work duties;
- introduce and train others on server technologies and/or network technologies;
- work productively in a multitasking environment; maintain multiple servers and/or network devices;
- setup and configure servers and workstations in a networked environment;
- maintain records and keep documentation up-to-date;

Responsibilities include:
Working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to impact the organization's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some fine finger dexterity. Generally the job requires 70% sitting, 10% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

Experience Required:
- Four years of experience working in a network and/or server environment

Education Required:
- Bachelor's degree in job-related area is preferred.
- Eight years of verifiable experience as a systems and/or network technician may be accepted in lieu of the Bachelor's degree.

Certificates, Licenses, Clearances, Testing and/or Bonding Required:
- Valid California driver's license and proof of automobile insurance.
- Department of Justice and FBI Fingerprint Response.

FLSA Status: Exempt   **August 2015**