

IT Administrator II

Colorado Department of Higher Education

POSTING DATE: May 3, 2024

CLOSING DATE: May 17, 2024

COMPENSATION: \$80,000-\$93,232/Annually

JOB TYPE: Full-Time

FLSA STATUS: Exempt

DEPARTMENT INFORMATION:

The mission of the Colorado Department of Higher Education (CDHE) is to improve the quality of, ensure the affordability of, and promote access to, postsecondary education for the people of Colorado. In pursuing its mission, the Colorado Department of Higher Education will act as an advocate for the students and institutions of postsecondary education and will coordinate and, as needed, regulate the activities of the state's postsecondary education institutions.

DESCRIPTION OF JOB:

The Information Technology (IT) department exists to satisfy the business needs of the various Colorado Department of Higher Education (CDHE) departments, several grant-funded programs, and the work of the Colorado Commission of Higher Education. This is accomplished through the development of partnerships, consulting, planning, application development and support, project management, responsiveness, and strategic thinking. Our team strives to deliver high quality tools and support to our customers while looking for opportunities to use newer technologies to deliver those services more efficiently, effectively, and elegantly.

The System Administration work unit is specifically responsible for the upkeep, configuration, and reliable operation of the organization's computer systems. They ensure the uptime, performance, resources, and security of the computers meet the needs of the users.

The IT Systems Administrator II is responsible for assisting with the day-to-day and preventive maintenance of the organization's servers, as needed. They also have the knowledge to provision and decommission servers. They handle tier two server help desk tickets and assist with tasks required to complete cross-functional project work.

Essential Duties & Responsibilities

- Server maintenance:
 - Patch management.
 - Provision and deploy servers.
 - Decommission servers.
- Responds to emergency work requests; troubleshoots system failures and errors; diagnoses, isolates, and resolves system related problems ensuring timely results and minimal disruption of operations. At times,

performs after-hours system support during scheduled and unscheduled outages and standard monthly patching requirements.

- Implements, configures, manages, monitors, troubleshoots, and evaluates both physical and virtual server operating systems and enterprise type applications (Exchange, SQL Databases, Intune, and other business-related type applications).
- Manages on-prem Active Directory (AD) and cloud Microsoft Entra (formerly Azure AD) hybrid forest and tree organizational units (OU), user accounts, passwords, mailboxes, and file and permissions, group policy, and Endpoint Protection.
- Performs software installations and upgrades to operating systems and layered software packages; performs daily backup operations and ensures backups are successfully accomplished; performs system monitoring to ensure the integrity and availability of server and resources.
- Provide support to IT Systems Administrator I as needed with day-to-day maintenance tasks.
- Review requests from the application team and confirm requirements to provision and deploy new servers.
- Decommission servers when consolidating and or removing servers from service.
- Troubleshoot and solve performance concerns if identified during day-to-day maintenance.

Server Enterprise Tool Management

- Administration of all enterprise server tools
- Deploy and configure enterprise monitoring tool.
- Administer enterprise backup solutions.
- Diagnoses problems with server, storage area network (SAN) hardware, and enterprise applications and works with vendor engineers to resolve problems outside the scope of the department.
- Ensures workstation and server system and data integrity by evaluating, implementing, and managing appropriate software and hardware solutions.
- Ensures workstation and servers are patched.
- Ensures servers and workstations are up to date and protected against known viruses and threats.
- Collaboration with SOC and vendor engineers to review and provide protection and remediation against known cybersecurity threats and attacks.
- Collaboration with team members may be required when working on configurations.

Tier 2 Support

- Troubleshoot and resolve tier 2 support tickets.
- Responds to questions and needs of end-users concerning assigned systems.
- Work with CDHE technical staff and SOC in providing support for end user VPN access and MFA solution.
- Skilled in the use of tools and equipment employed in testing and repairing of assigned systems.
- Provides support in-person to onsite staff during weekly office hours and provides remote support to offsite hybrid staff.
- Tracks all work performed in the help desk work order system.
- Provide resolution on tier 2 tickets or escalate to Director of Information Technology if unable to resolve issue.
- Trains and provides support to CDHE technical staff regarding system administration and usage. This includes assistance with the development and testing of computer images and software packages for deployment to client computers.

Project Work

- Complete assigned project tasks.
- Implement Director of Information Technology's systems plan for project(s).
- Tasks assigned by the Director of Information Technology to be completed in support of a larger project.

- Receive instruction from the Director of Information Technology on task assistance needed to complete system requirements for a cross-functional project team.
- May require collaboration from other team members to provide a complete resolution to the issue.
- Updates assigned equipment documentation to record installations, upgrades, configurations, etc.
- To ensure proper completion of each task provide task updates and request clarification as needed from the Director of Information Technology or the appropriate project lead.

Other Duties as Assigned

- Take on additional duties as they arise to fulfill the CDHE mission and goals.
- Utilizes appropriate safety equipment in the performance of duties.
- May assist in training others.
- Conforms to all departmental procedures and policies.
- May be required to provide purchasing duties for computer parts and accessories and work with IT Hardware Asset providers to gather information and quotes for hardware purchases.
- May be required to meet with prospective vendors to review possible products and services.
- Models nondiscriminatory practices in all activities.
- Assist with troubleshooting and resolution of all server help desk tickets.
- May assist with testing procedures and analysis.
- Keeping the server help desk queue current with follow up information and resolution of issues.
- Providing analysis in addition to administering the testing.

Trains and provides support to CDHE technical staff regarding system administration and usage. This includes assistance with the development and testing of computer images and software packages for deployment to client computers.

REQUIRED QUALIFICATIONS:

Education:

- Graduation from an accredited college or university with a degree in computer information systems, computer science, or information technology related field of study.
- Equivalent work experience of two years in an IT System Administrator role may be considered in lieu of a degree.

AND

Experience:

- Experience using, deploying, and supporting the following:
 - Endpoint Devices
 - Ex. Laptops, PCs, Printers, etc.
 - Operating Systems
 - Ex. Windows, macOS, Linux, etc.
 - Software Applications
 - Ex. Microsoft 365, Adobe Suite, etc.
 - Asset Management
 - Ex. Inventory tracking, Patch management, etc.
- Experience with the following technologies:
 - System Administration

- Ex. AD, DHCP, DNS, DFS, etc.
 - Network Administration
 - Ex. Firewall, VPN, Wireless access points, Switches, etc.
 - Cybersecurity
 - Ex. EDR/MDR/XDR, Penetration testing, Email security, etc.
 - Backup Solutions
- Experience providing excellent customer service:
 - Ability to establish and maintain effective working relationships with customers
 - Must possess excellent customer service soft skills
 - Can express complex technical information effectively to non-technical personnel
- Experience with the following skills:
 - Excellent time management skills to juggle multiple initiatives
 - Strong organization and communication skills with a high attention to detail
 - Ability to work well in a team environment
 - Ability to demonstrate initiative as a motivated "self-starter"
 - Ability to design, implement, and document system configuration
 - Ability to troubleshoot hardware and software issues

Competencies:

- Knowledge of IT infrastructure configuration and best practices
- Excellent communication skills
- Ability to learn new technologies and research solutions
- Self-starter & self-directed
- Ability to work independently and collaboratively
- Ability to plan and manage projects
- Strong organizational skills and detail oriented
- Ability to work in a fast-paced environment

PREFERRED QUALIFICATIONS:

- Relevant industry recognized certifications
- Identity Access Management (IAM)
- Mobile Device Management (MDM)
- Mobile Application Management (MAM)
- Cloud computing environments
 - Ex. Azure, AWS, Wasabi, etc.

APPLICATION PROCEDURES:

To be considered for this position, candidates must possess the minimum qualifications listed above and submit the following: Cover letter and resume. Submit your completed application materials to:

HR@dhe.state.co.us

This position is not governed by the selection process of the classified personnel system and is not part of the classified state personnel system.

Application Deadline: Position will remain open until filled. Application review begins immediately, and position start is immediate.

Employment is contingent on successful completion of a criminal background check.

Employees of the State of Colorado must be authorized to work in the United States and be residents of Colorado. The Department of Higher Education does not assist with relocation expenses.

The Colorado Department of Higher Education offers benefits for this position which include medical, dental, vision, and life insurance available to the employee and eligible dependents on a cost share basis between employee and the Department. Disability insurance is provided at no cost to the employee. Paid leave time is accrued at 14 hours per month for vacation leave and 10 hours per month for sick leave. There are 11 paid holidays in a calendar year.

Employees of the State of Colorado do not contribute to Social Security, but contribute to Colorado Public Employee Retirement Association (PERA)

WORKING CONDITIONS

Works in a normal office environment. Does not require physical activity other than that typically utilized in such a setting, working with standard office equipment such as phone, fax, and personal computers. Works a 40-hour work week, either remotely, hybrid or in-office, depending on the arrangement met during employment with the supervisor during normal office hours of Monday –Friday 8-5. Consistent with the State's Universal Policy on Flexible Work Arrangements, CDHE permits Flexible Work Arrangements (FWA) and this role qualifies for FWA participation. However, FWA is evaluated and granted by the appointing authority at their discretion based on business need, the nature and function of the work performed, and employee performance.

Employees of the Department must advise the Department in writing of any potential conflict of interest upon commencing employment and while employed. A conflict of interest includes supplemental employment which interferes with normal business hours or productivity levels, or alternative employment with entities or agencies with which the Department may contract for services or products. It also includes any outside employment or activity that is directly incompatible with the duties and responsibilities of the employee's state position. Conflict of interest also includes any direct or indirect ownership of an interest in, or ability to influence (including acting as a board member or other agent for), any business or organization which has any potential, ongoing or previous interaction or business relationship with the Department.

The State of Colorado believes that equity, diversity, and inclusion drive our success, and we encourage candidates from all identities, backgrounds, and abilities to apply. The State of Colorado is an equal opportunity employer committed to building inclusive, innovative work environments with employees who reflect our communities and enthusiastically serve them. Therefore, in all aspects of the employment process, we provide employment opportunities to all qualified applicants without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity or expression, pregnancy, medical condition related to pregnancy, creed, ancestry, national origin, marital status, genetic information, or military status (with preference given to military veterans), or any other protected status in accordance with applicable law.

The Colorado Department of Higher Education is committed to the full inclusion of all qualified individuals. As part of this commitment, our agency will assist individuals who have a disability with any reasonable accommodation requests related to employment, including completing the application process, interviewing, completing any pre-employment testing, participating in the employee selection process, and/or to perform essential job functions where the requested accommodation does not impose an undue hardship. If you have a disability and require reasonable accommodation to ensure you have a positive experience applying or interviewing for this position, please direct your inquiries to our Human Resource Director, Cindy Langan, at HR@dhe.state.co.us or call 720.264.8575.