



State of Colorado
IT Systems Administrator II

SALARY	\$6,666.67 - \$7,666.67 Monthly \$80,000.00 - \$92,000.00 Annually	LOCATION	Denver Metro, CO
JOB TYPE	Full Time	JOB NUMBER	071524GAA
DEPARTMENT	Colorado Commission on Higher Education	OPENING DATE	07/15/2024
CLOSING DATE	7/29/2024 11:59 PM Mountain	FLSA	Determined by Position
PRIMARY PHYSICAL WORK ADDRESS	1600 Broadway, Suite 2200 Denver, Colorado 80202	FLSA STATUS	Exempt; position is not eligible for overtime compensation.
DEPARTMENT CONTACT INFORMATION	HR@dhe.state.co.us	TYPE OF ANNOUNCEMENT	This announcement is not governed by the selection processes of the classified personnel system. Applications will be considered from residents and non-residents of Colorado.
HOW TO APPLY	Please submit an online application for this position at https://www.governmentjobs.com/careers/colorado . Reach out to the Department Contact to apply using a paper application, including any supplemental questions. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed.		

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 advocated 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

Purpose

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.

Primary Duties:

- 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

Essential Duties:

- 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

- Required tasks to fulfill primary responsibility:
- Take on additional duties as they arise to fulfill the CDHE mission and goals.
- Provide specific examples of regular, ongoing decisions made by this position related to this duty.
- 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.

Minimum Qualifications, Substitutions, Conditions of Employment & Appeal Rights

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 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

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/Preferred Qualifications

- 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**
- Must possess excellent customer service soft skills
- Can express complex technical information effectively to non-technical personnel
- Relevant industry-recognized certifications
- Identity Access Management (IAM)
- Mobile Device Management (MDM)
- Mobile Application Management (MAM)
- Cloud computing environments o Ex. Azure, AWS, Wasabi, etc.

Supplemental Information

WORKING CONDITIONS

Works in a typical office environment. It 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. CDHE operates in a hybrid environment with both remote work and work from the office as needed.

The above statements describe the general nature and level of work being performed by people in this role. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in this role. All personnel may be required to perform duties outside of their typical responsibilities from time to time, as needed.

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.

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

BENEFITS

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 10 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)

EEOC/ADA INFORMATION

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, Amy Harvey, at HR@dhe.state.co.us or call 720.264.8575.

Benefits

Please note that each agency's contact information is different; therefore, we encourage all applicants to ***view the full, official job announcement*** which includes contact information and class title. Select the job you wish to view, then click on the "Print" icon.

Agency

State of Colorado

Address

See the full announcement by clicking the "Printer" icon located above the job title
Location varies by announcement, Colorado, --

Website

<https://careers.colorado.gov/>