Classification: Computer Information Technologist Trainee
Server Support Unit
Title Code: V08000
Pay Range: 18

POSITION SUMMARY:

This is a trainee-level position which will work in the support and coordination of computer information technology services and activities. An employee in this class provides support and administration of server software and server infrastructure. Work generally focuses on the implementation and support of the server infrastructure, server operating systems and server related applications. This position will be performing technical work in advanced topics such as federated services, virtualization, server security, performance management. Work is performed under detailed direction and close supervision.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Learns to administer Windows, Linux and Advanced Interactive eXecutive (AIX) servers including capacity planning, monitoring, troubleshooting and tuning.

Receives direction in designing and administering virtual environments such as VMware and Hyper V to create, modify and implement virtual servers, as well as the development of and management of virtual desktop environments.

Receives direction in storage administration, space management, capacity forecasting, asset and performance management, equipment life cycle management, and troubleshooting.

Receives direction in designing and administering server system applications including Active Directory, Domain Name Servers (DNS), Exchange, Content Manager, Lotus Notes, SharePoint, Team Foundation Server, WebSphere, MSSQL, IIS and various other applications.

Receives direction in designing and administering server and storage hardware/technology such as blade centers, network attached storage, Internet Small Computer System Interface (ISCSI), FOE, storage area networks and storage virtualization.

Learns to design and administer backup and disaster recovery solutions such as Data Domains, SRM, and SDN.

Learns to design and administer security and monitoring applications for the server and storage infrastructure.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowlege of the principles of computer programming and systems analysis, design, testing, and documentation.

Knowlege of the general operating principles and capabilities of computer hardware and software.

Knowlege of or ability to learn the Criminal Justice Information Services (CJIS) Security Policy.

Knowlege of or ability to learn the MULES system as it relates to the technical connectivity and CJIS requirements.

Knowlege of software reference libraries and related utility programs.

Knowlege of computer security systems and procedures.

Knowlege of computer networking and telecommunications.

Knowlege of computer operating systems.

Knowlege of database management systems.

Knowlege of or ability to learn the agency's automated information systems.

Knowlege of or ability to learn the agency's functions and their interrelationships.

Knowlege of the principles of cost benefit analysis.

Knowlege of the principles of project management.

Knowlege of the principles of disaster recovery.

Knowlege of the procurement process.

Knowlege of continuing trends and developments in computer hardware and software.

Knowlege of various computer platforms.

Knowlege of the information strategic planning process.

Knowlege of the systems management process.

Knowlege of the principals of information system audits and security testing.

Possess good organizational skills.

Possess research and analysis skills.

Ability to learn to utilize project management tools.

Ability to learn to prepare and interpret server-related documentation.

Ability to learn to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to learn to troubleshoot and resolve hardware and/or software problems.

Ability to learn to create and present materials for training programs.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:
(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possess a Bachelor's degree from an accredited four-year college or university.

OR

Successful completion of an Associate Arts program (or at least sixty {60} credit hours) with at least fifteen (15) credit hours in Computer Science, Computer Information Systems, Information Technology, or related field.

OR

Possess a high school diploma or equivalent and four (4) years of experience in the duties associated with this position.

NECESSARY SPECIAL REQUIREMENTS:

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

FLSA STATUS: Non-exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, the position may involve weekend, after hours and on call work as needed.