

DIRECTOR, SYSTEMS SUPPORT SERVICES

GENERAL STATEMENT:

The Director of Systems Support Services is responsible for managing the design, planning, organization, purchasing, implementation, and support activities for the enterprise's operating systems, servers and storage that may reside on multiple platforms. The Director shall define and monitor multiple projects and provide both technical and administrative supervision.

REPORTS TO:

Vice President of Information Technology Services

OCCUPATIONAL GROUP:

Professional

FLSA: Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

Bachelor's degree preferred, Associate degree, certificate, related experience work experience will be considered.

LICENSE OR CERTIFICATION:

None

EXPERIENCE:

The Director of Systems Support Services will have a minimum of 3 years increasingly responsible experience managing complex business activities in a technical environment. They should have extensive experience in implementing and supporting large scale virtualized operating systems, including configuring, networking, implementing security, applying system security fixes and implementing server based applications.

OTHER:

- Strong analytical skills, with the ability to develop strategies, business cases and plans
- Ability to influence people across a range of junior and senior levels of management
- Excellent project management skills - highly organized and disciplined
- Excellent interpersonal and communication skills, with a high level of personal and professional integrity. Able to listen effectively, inspire trust and influence
- Self-starter, requiring minimal direction and an ability to juggle multiple priorities simultaneously and to take the initiative
- An innovative and creative thinker; not afraid to try something different and inspire others to follow suit
- Demonstrated ability to work under pressure, meet deadlines and deliver results
- Ability to combine attention to detail and technical abilities.
- Demonstrated experience of creating and managing a budget

COMMON TECHNOLOGY USED:

Cisco UC, Virtualization, VMWare, EMC Storage, Equallogic Storage, Microsoft SQL, Data Center technologies, Microsoft OS, Microsoft SCCM, Active Directory, EMC backup and recovery systems, Exchange, DNS, DHCP, File Systems, Image Now

DUTIES AND RESPONSIBILITIES:

- Lead technical role for servers, systems, and applications on an enterprise network.
- Provides strategic direction, coaches and mentors other IT Services staff especially in the area of Systems Support Services.
- Works on highly complex projects that require in-depth knowledge across multiple technical areas and business units.
- Responsible for customer service and/or production support on multi-platform environments.
- Responsible for managing all Systems Support Services staff.
- Provides performance feedback and assists employees with plans for development and training.

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- Shall be accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiency.
- Defines and monitors multiple projects, provides technical and administrative supervision.
- Must interface with other members of IT Services and the user community to coordinate activities relating to the implementation of new software and system hardware.
- Will also provide technical consultation and support to users and other IT staff.
- Responsible for coordinating the design, planning, implementation, management and support of the Windows infrastructure including domain controllers, Active Directory, DNS, NTP, DHCP, etc.
- Work closely with System Administrators and other teams and service groups in planning new services (or enhancements to existing services) and in specifying the systems to support them.
- Install, configure and administer the operating system and services on server systems.
- Manage multiple projects in the area of Systems Support Services
- Where required, report on the status of existing systems, ongoing projects and developments to the Vice President of Information Technology Services
- Implement secure networking configurations and ensure systems are maintained at the appropriate system patch and security fix levels
- Configure Windows servers to use Active Directory for authentication
- Specify and design new Windows based services and the systems to support them
- Adopt a flexible approach to working on different systems and services
- Plan, implement and configure event monitoring and alerting for servers and services
- In conjunction with other staff, plan and propose the expansion of storage and backup services to accommodate the growth targets provided by the business groups and other teams within IT Services and the College.
- Monitor the performance and availability of centralized SAN storage and publish/provide relevant statistics as required. Provide pre-emptive and reactive follow-up.
- Plan, implement and support SQL databases and database management tools
- Plan, install, administer and support Windows based IIS web services, associated databases, etc.
- Troubleshoot SQL database problems and optimize performance where necessary
- Assist in designing and planning backup/recovery, business continuity and disaster recovery strategies for user files, SQL database services, Email services and associated IIS web services
- Proactively monitor SQL Server using the appropriate monitoring tools and scripts
- Ensure database configurations and operational procedures for associated services are comprehensively and accurately documented
- Understand the different versions of Windows server, SQL server, Exchange server, and VMWare Virtualized server, and be able to recommend the most appropriate version for a particular scenario
- Acquire and maintain skills in server related technology areas
- Evaluate and develop new technologies in the server arena that will aid the College in developing new services.
- Develop and maintain skills in the area of Windows scripting so that operational efficiency can be raised by eliminating repetitive tasks
- Continually enhance personal skills and where appropriate, make use of new technologies to achieve improvements in efficiency and cost effectiveness of Windows infrastructures and related areas, e.g. virtualization/consolidation, etc.
- Set administrative goals for System Support Services.
- Responsible for developing the Systems Support Services annual budget.
- Responsible for scheduling on call rotation for 24/7 support of Systems Support activities.
- Other duties as assigned by the Vice President of Information Technology Services.

PHYSICAL REQUIREMENTS:

- Within the general range of an office environment.
- May be required to lift, push, or pull 30 lbs.
- Entails climbing a ladder.
- May require travel to and from campuses.

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The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

All TVCC positions are security sensitive and require a criminal background check.

Employee's Signature

Date

Supervisor's Signature

Date

Approved: 1/26/2015

Revised: 4/6/2015

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