# VACANCY ANNOUNCEMENT

## Enterprise Systems Administrator

Helena College University of Montana, a comprehensive two-year college, provides access to and support of high quality lifelong educational opportunities for our diverse community. Helena College is seeking qualified applicants who wish to become part of a dynamic and creative team for a full-time position as an Enterprise Systems Administrator.

### Duties and Responsibilities

Reporting to the Director of Information Technology, this position is responsible for implementation, and daily administration of assigned technology systems, including customer support at all levels. The successful candidate will help advance the Helena College University of Montana mission through the research, design, implementation and daily maintenance of network system servers, storage, applications and data protection environments for core college and affiliate university business systems and services.

**Primary duties include:**
- Managing a robust enterprise level server environment including:
  - Extensive VMWare environment
  - File Storage systems
  - Local Active Directory and Group Policy Management
  - O365 and Azure AD administration
  - Microsoft and Linux servers
  - Cisco VoIP administration
- Set up and maintain server operations, including assembly of server hardware and software, and implementation of required network services.
- Active Directory and Azure AD administration, including computer user accounts, groups, and GPO’s.
- Ability to develop queries and automation for Active Directory management and other server maintenance procedures.
- Commvault backup administration.
- Responsible for support request regarding user accounts and permissions.
- Conduct in-depth hardware and software testing.
- Implement and maintain viruses and other security measures.
- Moodle account administration.
- Manage Microsoft print servers, including administration of Helena College-wide PaperCut print management suite.
- Participate in maintenance of campus endpoint management solutions, such as Windows Deployment Services or similar.
- Maintain standards and practices, documenting guidelines, best practices, and metrics.
- Serve as an escalation point for lower tiered technicians.
- Train user on server systems and software.
Management of Windows and Linux platform servers running a variety of applications and services. Additionally, the position is responsible for collaborating with MUS affiliate and UM staff to develop and implement operational and enterprise wide security policies.

This position works with a high level of independence and autonomy yet is required to work effectively as a contributor and leader on multiple projects.

This position works closely with the Helena College Information Technology director and the University of Montana support and other Central IT and SAIT staff for collaborative IT projects, to conduct or coordinate in-depth testing, to diagnose problems, to recommend and to implement solutions.

**Minimum Qualifications:**

The person assigned to this position should possess, at a minimum, a bachelor’s degree, (preferable in computer science or information systems), as well as at least five (5) years of directly related professional experience; or any combination of experience and education that would provide the competencies required to successfully discharge the essential duties assigned to this position.

- Extensive knowledge of operating systems and servers including Windows Server and Linux, including the use of Red Hat and CentOS
- Creates, changes, and updates the Helena College web site, and Intranet site (SharePoint).
- Experience managing virtual computing environments including server and workstation virtualization.
- Experience administering enterprise backup solutions, such as Commvault or similar.
- Communicate technical details effectively with lay users in person, over the phone, and in writing.
- Maintains web site backups and monitors performance and security as needed.
- Capable with guidance of developing, implementing and maintaining security and access policies and profiles for application, network shares, files, printers, workstations and network access.
- Demonstrated ability to rapidly learn and implement new technologies.
- Demonstrated adaptability to changes in client needs as well as to policies and procedures.
- Demonstrated ability to effectively troubleshoot end-user issues as well as backend systems.
- Demonstrated ability to self-organize and manage work time and multiple priorities.
- Ability to fully and effective document implementation according to office standards.
- Research skills to gather, analyze and organize information to generate meaningful solutions to complex problems.
• Ability to understand clients’ requirements and goals and translate those into functional business solutions.
• Technical and theoretical knowledge of application and hardware troubleshooting to mentor and/or serve as a point of escalation for student technicians.

Ideal Candidate Skills, Knowledge & Abilities.
• Possess knowledge, skills, and abilities required to serve as upper tiered support when issues are escalated from other IT staff.
• Experience working in higher education.
• Experience planning for, performing, and testing disaster recovery scenarios.
• Experience with administering, managing, and maintaining online cloud services such as Office 365, Azure, etc.
• Ability to update and maintain existing batch files and PowerShell scripts.
• Microsoft Certified Solutions Associate – Windows Server Certification.
• Experience with servers implementing storage and data protection hardware and software solutions including SAN and NAS storage solutions in both Windows and Linux environments.
• Ability to manage and install SSL certificates required for web and database infrastructure.
• Familiarity with system monitoring and inventoring solutions.
• Exceptional thorough quality customer service to clients.
• Familiarity with project management methodologies, change management processes, and ITIL methodologies.

Post-Training Position Knowledge, Skills, & Abilities
• Understanding of CAS (Central Authentication System) and Password Manager.
• Moodle Administration
• Shibboleth Identity Provider
• Zixmail (E-Mail encryption)

Benefit and Salary Information:

$32.50/ hourly.

Benefits include a comprehensive group insurance benefits program including medical plan options with prescription drug and dental plan, vision exam coverage, an employee assistance program (EAP), retirement plan, life and disability insurance options, flexible spending and dependent care account options, and optional long-term care insurance. Additional information on benefits can be found by visiting: https://choices.mus.edu/employees.asp

Application Procedures:

Please email your cover letter, resume and references to: hchumanresources@helenacollege.edu. Incomplete applications may not be considered.
**Deadline to Apply:**
This position is open until filled, the first review will be on **Sunday, November 15, 2020, at 11:59pm.** Applications received after this date may be considered until an adequate applicant pool has been established.

Helena College University of Montana is committed to building a culturally diverse educational environment. The campus is especially interested in candidates who can contribute to the diversity and excellence of the academic community through their teaching and/or service. Women, minorities, individuals with disabilities and veterans are encouraged to apply.

**Criminal Background Investigation is required prior to Offer of Employment**
In accordance with University policy, finalists for this position will be subject to criminal background investigations.

**ADA/EOE/AA/Veteran’s Preference**
Reasonable accommodations are provided in the hiring process for persons with disabilities. For example, this material is available in alternative format upon request. As an Equal Opportunity/Affirmative Action employer, we encourage applications from minorities, veterans, and women. Qualified candidates may request veterans’ or disabilities preference in accordance with state law.

Applicants requesting veterans’ or disability hiring preference must provide appropriate documentation to verify eligibility.

Appropriate documentation includes the following:

- DD-214 showing the character of discharge or a document issued by the Office of the Adjutant General of the Montana National Guard certifying service (a veteran or eligible relative)
- Service-connected disability letter issued by the U.S. Department of Veterans Affairs (a disabled veteran or eligible relative)
- Montana DPHHS Disability Certification through the Vocational Rehabilitation Programs (a person with a disability or spouse of a person with a 100% disability)

Other suitable documentation, if deemed sufficient by the hiring agency, may be accepted. Eligible relatives may also need to provide additional documentation in order to demonstrate that all eligibility criteria and requirements are met.

**Testing**
Individual hiring departments at Helena College may elect to administer pre-employment tests, which are relevant to essential job functions.

*References not listed on the application materials may be contacted; notice may be provided to the applicant.*
*All New Employees must be eligible and show employment eligibility verification by the first date of employment at Helena College University of Montana, as legally required (e.g., Form I-9).*
Applicant Self Identification Form (optional)

Title VII of the U.S. Civil Rights Act requires Helena College to “make and keep records relevant to the determinations of whether unlawful employment practices have been or are being committed.” This is also a requirement of the Montana Human Rights Act and state and federal laws providing employment opportunities for veterans and persons with disabilities. The following survey helps to fulfill these requirements.

Helena College’s commitment to equal opportunity, nondiscrimination, and affirmative action in employment is realized through its Affirmative Action Plan. This plan and legal responsibilities to ensure equal employment opportunity require reports of job applicants by race/ethnic categories, gender and veteran status. Analysis of the information provided will be used to monitor recruitment and selection practices in at Helena College.

This information is voluntary and is gathered for statistical purposes only. It is kept confidential, separate from application materials, and will NOT be used in any way to evaluate your qualifications for employment.

Position Applied for:
Last Name:                 First Name:                 Middle Initial:

Gender:              ☐ Male       ☐ Female

Race/National Origin:
☐ White (not of Hispanic origin): all persons having origins in any of the original people of Europe, North Africa, or the Middle East.

☐ Black (not of Hispanic origin): all persons having origins in any of the black racial groups.

☐ Hispanic: all persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

☐ Asian or Pacific Islanders: All persons having origins in any of the original peoples of the Far East, Southeast, the Pacific Islands, or the Indian Subcontinent.

☐ American Indian or Alaskan Native: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

Veteran Status:
☐ No Military Service

☐ Disabled Veteran: (i) a veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under
laws administered by the Secretary of Veteran's Affairs or (ii) a person who was discharged or released from active duty because of a service-connected disability.

☐ Other Protected Veteran: a veteran who served on active duty in the U.S. military, round, naval, or air service during a war or in a campaign or expedition for which a campaign badge has been authorized.

☐ Armed Forces Service Medal Veteran: a veteran who, while serving on active duty in the U.S. military, ground naval or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985.

☐ Recently Separated Veteran: a veteran of the U.S. military, ground, naval or air service during the three-year period beginning on the date of such veteran's discharge or release from active duty.

**Where did you learn about this vacancy?**

☐ Newspaper  ☐ Job Service  ☐ Referral  ☐ Posting  ☐ Web  ☐ Career Fair  ☐ Other: