

Central Coast Energy Services

Job Description

Title: IT Infrastructure Administrator
Reports To: IT Director
FLSA Status: Exempt
Salary: \$75,000.00 – 95,000.00 yr. Depending on Experience
Status: Full time – Regular

General Duties and Responsibilities:

Under minimal supervision, the IT Infrastructure Administrator maintains the company network and servers, and responds to needs for system administration, application development, and training of staff. Performs a variety of data and computer network support functions related to the activities, operations, and programs of the agency including customer assistance, environmental services work, database projects (internal and external), training, clerical, and office-related functions. The IT Infrastructure Administrator may provide supervision and direction as necessary.

All CCES employees must:

- Work safely and take responsibility for a safe and healthy workplace (on and off-site).
- Contribute to the accomplishment and continual refinement of the mission and goals of Central Coast Energy Services.
- Support each member of the Central Coast Energy Services team in the efficient delivery of quality service.
- Train others to become productive members of the Central Coast Energy Services team.
- Be dedicated to the compassionate service of those in need.
- Maintain confidentiality of customer information and personnel matters.

Specific Duties and Responsibilities:

- Build infrastructure and integration with cloud-based software and identity management to help build a modern and resilient infrastructure.
- Provide Windows server support for both physical and virtual windows servers at various locations; Configure and administer Windows servers from version 2012 to 2019 including Microsoft Azure VM and Office 365
- Assist in the ongoing deployment of server hardware, software, and application; provide technical support, troubleshooting, diagnosis, and problem resolution and maintenance.
- Analyze, support, and administer existing Windows-based systems and provide troubleshooting strategies.
- Install and support applications in the cloud environment primarily but not limited to Microsoft Azure.
- Ensure Azure configurations are secured following best practices.
- Applying operating system updates, patches, and configuration changes.
- Participates in the design, creation, and maintenance of SharePoint sites both internal and external
- General SharePoint administration – Site creation, permissions, external sharing, document handling, etc. – with an understanding of both Modern and Classic SharePoint
- Support Exchange Online, email integrations, mail flow troubleshooting and ensure email security
- Support OneDrive and Box file-sharing and collaboration service
- Support backend administration for other Azure suite technologies, such as but not limited to: InTune, MS teams and others
- Manage the Active Directory (AD) and Azure AD infrastructure and collaborate with various teams to ensure it integrates seamlessly with all components including network, security, messaging, and remote access.
- Create and manage group memberships and / or group policy objects within Active Directory. Diagnoses and resolves end-user issues regarding server, file sharing/permissions, printers, hardware, email, Internet, VPN, network access and being consultant for computer and network problems beyond the knowledge of technical support staffs/technicians.

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- Assist with the Backup and Restoration of files and/or servers.
- Maintain Physical and Virtual server inventory.
- Travel to other work sites when required.

Skills and Minimum Qualifications:

- Minimum two (2) years of hands-on experience administering enterprise level Active Directory Multidomain environment Windows Server 2012 through 2019.
- Experience with creating and troubleshooting Group Policies.
- Good understanding and hands-on experience with Microsoft Azure Active Directory and Office 365 suite of products
- Experience with Active Directory Federated Services (ADFS) and Lightweight Directory Access Protocol (LDAP).
- Experience with Cisco ASA Security Appliances including site-to-site VPN.
- Experience managing Barracuda Appliances, SPAM – Message Archiver, Web Filter Management.
- Experience managing Multifactor Authentication Servers, Amazon AWS, Microsoft Azure, and Veritas Backup systems.
- Proficient knowledge of CSS, HTML, and JavaScript.
- Ability to create responsive web pages within web platforms.
- Excellent organizational skills and attention to detail.
- Ability to follow instructions (oral and written).
- Ability to communicate effectively (oral and written).
- Ability to work cooperatively with others and maintain effective work relationships with all those contacted in the course of performing required duties.
- Ability to work productively under minimal supervision.
- Punctual and reliable

Training and Experience: Any combination of training and experience, which would provide the required skills and minimum qualifications, is qualifying. A typical way to obtain these skills would be:

- AS in degree in Computer Science or equivalent, BA/BS preferred
- Minimum 4 years of experience performing duties comparable to that of an IT Infrastructure Administrator with Central Coast Energy Services

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Work is conducted primarily in an office environment. Occasional statewide travel at times over weathered roads, including overnight stays.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and the ability to adjust focus. Requires extended, daily use of personal computers to type, analyze, and summarize data

Licenses:

Possession of a California driver's license; vehicle insurance, and a good driving record
This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

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No application will be considered unless accompanied by a DMV Driver's License Record Printout dated within the previous 30 days.

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 40), veteran status or any other merit factor unrelated to job duties.

An Affirmative Action/Equal Opportunity Employer