



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	902-3200-040	Last Revised:	12/05/2014
Position Title:	Assistant Systems Administrator	Department:	Office of Information Technology
Reports to:	Infrastructure Services Manager	Division:	Finance

Primary Function: Works under the guidance of the Infrastructure Services Manager to implement, maintain, monitor, document, and support, Windows OS servers, Exchange servers, DNS, and WINS servers, IIS servers, and Application Servers. To optimize performance in existing Windows servers and related components to achieve high availability and performance of the various business applications supported. Incumbents also apply an advanced knowledge of new technology to fulfill requirements of tribal programs as well as develop policy relating to these technologies. Coordinates with the IT Director and the IS Manager to set, direct, evaluate, and determine the critical aspects of long-range plans, goals, and objectives; budgetary needs; and solutions relating to the tribal network.

- Job Duties and Responsibilities:**
- Active Directory management including Group Policies for control, security and software updates in collaboration with IT Security.
 - Manages file share permissions.
 - Assist in overseeing the physical security, integrity and safety of the server farm/NOC.
 - NAS Administration in collaboration with IT Security.
 - Lead, coordinate, and participate in key process improvements for all Windows environments throughout the organization.
 - Develop processes and procedures for ongoing management of the server environment.
 - Participate in the design and review of new Server systems and application deployments in both workstations and servers.
 - Coordinate with network administration, program application, and database administration functions to ensure availability, reliability, and scalability of servers to meet EBCI objectives.
 - Perform file system configuration and management.
 - Support application development teams throughout project lifecycles.
 - Troubleshoot and resolve hardware and software problems concerning enterprise data servers.
 - Ensure that servers comply with established policies, standards, licensing agreements, and configuration guidelines.
 - Define and perform system backups and recovery procedures to ensure full data retrieval.
 - Monitor and test system performance; provide statistics and reports.
 - Review and deploy new service packs, hot fixes, system updates, and vendor-supplied patches according to best practices.
 - Develop and maintain systems documentation for educating IT staff.
 - Participates in the development, maintenance and implementation of the Disaster Recovery Plan.
 - Install, upgrade and configures directory structures, rights, software and files services. Provide users with technical support.
 - Assist Director of Information Technology and the IS Manager with the evaluation, recommendation and purchase of new servers.
 - Stay abreast of rapidly changing technology and assists in determining what future changes should be incorporated into the systems of the Tribe.
 - Performs all duties according to established safety guidelines and tribal policies. Performs other duties requested by supervisor.
 - Provides updates, status and completion information to manager via voice mail, e-mail, or in-

person communication.

- Visits vendors to learn about available products, enhancements, or services.

**Education
/Experience:**

Four-year degree in an IS field plus 6 years of experience in information systems or an equivalent combination of education and experience or equivalent experience is required. Certification (MCSA or higher) is required. Minimum often years working in the server/systems administration area is required. Experience with the installation, maintenance, and administration of Windows Server OS, MS Exchange, IIS, DNS, WINS, TCP/IP, DHCP, NAS, SQL Server and Active Directory is required. Experience with Project Server is preferred. It would take 18-24 months on the job to become proficient.

Job Knowledge:

Knowledge of systems & server administration is required. Knowledge of the installation, maintenance, and administration of Windows Server OS, MS Exchange, IIS, DNS, WINS, TCP/IP, DHCP, NAS, SQL Server and Active Directory is required. Knowledge of server hardware is required. Knowledge of security best practices is required. A strong technical background with an understanding of Wide Area Networks (WAN)/Local Area Networks (LAN) and wireless networking is required. Requires the ability to plan and coordinate schedules and activities with team members, users and contractors. Requires the ability to troubleshoot and resolve server problems and performance. Requires excellent communication skills, written and verbal. Requires the ability to read and interpret technical manuals and program application instructions. This department focuses on the team concept and shared knowledge. Must possess a valid North Carolina driver's license.

**Complexity of
Duties:**

Performs unique work of exceptional difficulty and responsibility with very wide latitude for exercising independent judgment. Constantly evaluates and modifies existing systems to meet operational requirements. Must understand all ramifications and effects of any changes to the systems to keep system down-time minimal. Must use problem-solving skills and be able to analyze data in performing job duties.

**Contact with
Others:**

Internal professional contacts include the Executive Office, Deputy Officers, Finance staff, program directors and managers, coworkers, governmental agencies, vendors and the general public to exchange and/or provide information. Interpersonal skills are required along with tact, decorum, and professional etiquette. Assists in developing contracts and contacts.

Confidential Data:

Has indirect access to most Tribal Financial data, vendors, personnel files, memos, and financial standing of affairs. A part of the financial information is public record; however, most is not and must be kept confidential. Must adhere to the non-disclosure/confidentiality agreement of the Tribe in performance of duties.

**Mental /Visual
/Physical Effort:**

Close attention to detail and mental concentration for extended periods of time are required with systems problems and applications. Subject to frequent interruptions requiring varied responses. Must deal with multiple situations concurrently. Physical efforts require mobility, reaching, bending, manual dexterity, and visual acuity, and the ability to lift at least 50 pounds.

Environment:

Works in a normal business office environment with frequent travel to tribal program locations.

**Supervision
Received:**

Works directly under the Infrastructure Services Manager. The ability to plan and work independently is required.

**Responsibility for
Accuracy:**

The level of accuracy for this position is critical. Servers, e-mail, and other information system components must be set up to ensure that they are providing the intended service. If these services are interrupted, it could cost the tribe financially, and otherwise.