WEST VIEW WATER AUTHORITY
210 Perry Highway
Pittsburgh, Pennsylvania 15229
Administrative (412) 931-3292
Customer Service (412) 931-3500
Customer Information www.westviewwater.org

Position Description

Job Title:	Systems & Network Administrator
Department:	IT Department
Supervisor:	Information Systems Manager

Job Summary

Maintains, operates, administers, and supports enterprise systems, network infrastructure, and virtualized environments. Responsible for the planning, implementation, configuration, and ongoing maintenance of the Authority's network devices, servers, storage systems, and security infrastructure. Manages virtual machine environments/hypervisors, ensures system availability and security, and implements comprehensive backup and disaster recovery solutions.

Specific Duties

1. Design, implement, and maintain virtualized servers, including virtual machine provisioning, resource allocation, and performance optimization.

2. Configure, maintain, and troubleshoot network devices including switches, routers, and firewalls across multiple locations.

3. Respond to technical support requests from employees through phone calls, emails, and walk-up assistance, providing friendly and patient service.

4. Install, configure, and maintain server hardware and operating systems including Microsoft Server and Linux platforms.

5. Administer Microsoft 365 services including Exchange Online, SharePoint, Teams, and related cloud-based applications.

6. Manage Active Directory services including user accounts, group policies, organizational units, security groups, and domain controllers.

7. Design and maintain Group Policy Objects to enforce security standards, desktop configurations, and software deployment across the Authority.

8. Administer Mobile Device Management solutions for endpoint security and configuration management.

9. Monitor and manage Endpoint Detection and Response and Security Information and Event Management systems to maintain security posture and facilitate incident response.

10. Design, implement, and maintain backup and disaster recovery solutions to ensure business continuity and data protection.

11. Monitor system performance, network traffic, and security events to identify and resolve issues proactively.

12. Performs other related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by the incumbents of the job. Incumbents may be required to perform job-related tasks other than those specifically presented in this description.

Qualifications and Job Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate degree or equivalent from a two-year college or technical school; with three to five years of related experience and/or training; or equivalent combination of education and experience. Experience in the use and support of current Windows operating systems. Experience in the Administration and operation of Microsoft Services & Environments (Active Directory, Group Policy, Microsoft 365 Administration, Security, etc), as well as VMWare (vShpere, vCenter, ESXI) are required.

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Mathematical Skills

Ability to work with mathematical concepts such as probability, statistical inference, and algebra. Ability to apply concepts such as fractions, percentages, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, schematic, or schedule form.

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 talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

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.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually quiet.