# ITS Server and LAN Systems Administrator

The Mississippi Department of Information Technology Services (ITS) is the catalyst for effective planning, deployment, and operation of innovative technologies for Mississippi State Government. ITS forms dynamic partnerships with our customers and the private sector to optimize the use of available resources for enhanced delivery of government services.

The Mississippi Department of Information Technology Services (ITS), Digital Services Division, is seeking a qualified person to fill the role of Server and LAN Systems Administrator. Successful candidates have a degree or applicable experience in information technology, computer science, or a related field and a desire to contribute to the success of other groups in a professional IT environment in state government with ongoing opportunities for continued education and career development.

**Job Description:**

The LAN team provides administration for the agency's internal IT resources to support other groups within ITS.  Team members work under the direction and support of the LAN/Desktop Support Team Leader.  This position is for candidates who have a solid background in PC client support in an enterprise organization and have advanced to server and server application administration.

A Server and LAN Systems Administrator's primary duties are to install, troubleshoot, upgrade, and maintain the Windows Server OS and various server-based applications on virtual hardware.  Additionally, the Systems Administrator will perform administrative tasks within the LAN networking switches, wireless access points, and wireless controllers.  The Systems Administrator is responsible for independently researching hardware and software issues reported by users through the helpdesk ticket system or by automated monitoring systems, and to troubleshoot and resolve those issues quickly while providing an excellent customer service experience.

The team member's secondary duty is working on technical projects related to the primary duties, such as configuring new virtual Windows servers or virtual appliances, installing and configuring server applications, researching new software solutions, or other projects that automate processes, address business needs, or improve efficiencies.

**Required Experience:**

*Candidate should be able to demonstrate a solid background in PC client support in an enterprise organization plus 2 years of practical experience for the following duties as a Server and LAN Systems Administrator.*

- End user troubleshooting and support:
    - Troubleshoot and resolve issues between PC clients and server-based applications or network services
    - Troubleshoot and resolve network and connectivity issues between PC clients and any LAN resource
    - Troubleshoot faulty or misconfigured hardware; be able to install, configure, operate, troubleshoot, upgrade, and repair as necessary.

- Helpdesk support and customer service:
    - Respond to incoming helpdesk tickets promptly and take ownership until resolution
    - Coordinate efforts needed from other administrators or other groups to resolve the ticket, or escalate to a supervisor if necessary to resolve
    - Communicate the effort, cause, and status of ticket resolution to the end user, and communicate next steps and timetable clearly if resolution isn't immediate.
    - Provide an excellent customer-service experience for the end user every time
    - Close tickets that are completed and document the cause and resolution properly
- Server Administration:
    - Maintain and monitor the health of all LAN server Windows OSes, including upgrades, patches, configuration changes, and maintenance
    - Maintain and monitor the health of server-based applications and services
    - Perform key administrative duties within Microsoft Active Directory, such as user account management, group policy, DNS and DHCP, and other functions
    - Provide support for network printing issues
- Application Service Administration:
    - Administer server applications and services that support internal or agency business functions, including installing, configuring, operating, troubleshooting, and patching
    - Take ownership of new server software and become the subject matter expert
    - Manage existing services and applications such as: Active Directory services, helpdesk system, patching and software deployment server, SQL, Azure AD Connect, badge reader, and many others.
- LAN Network Administration:
    - Monitor the health of all LAN network switches and wireless network devices
    - Troubleshoot any network problems within the LAN, coordinating with the State Network Group or Security Group to escalate any larger issues
- Communication and documentation of tasks and projects:
    - Make sure that the scope, requirements, and deadlines of all assigned tasks and projects are clearly understood, documented, and communicated
    - Proactively communicate the status of tasks and projects effectively
    - Document the steps, processes, procedures, and/or changes involved in completing any project work
- Work independently:
    - Show initiative to stay on top of helpdesk issues and daily tasks
    - Show continued progress on projects and tasks
    - Work as well individually as within the team

**Preferred Skills:**

- Related experience and solid background in PC client support
- 2 years demonstrable experience responding to end user helpdesk tickets with excellent customer service;
- 2 years related experience in Microsoft Windows Server administration and support, specifically for an organization/business;
- 2 years related experience administering Cisco LAN switches, wireless access points and controllers, specifically for an organization/business;
- Experience in Active Directory, Azure Active Directory and other Microsoft 365 apps and services
- Working knowledge of security and network management in an enterprise network;
- Knowledge of intermediate networking concepts and client troubleshooting;

- Strong interpersonal and communication skills;
- Desire to work effectively with a team to accomplish team projects and goals;
- Discipline to work on assigned tasks autonomously and the initiative to identify and take ownership of issues that need to be addressed or resolved
- Ability to troubleshoot and solve technical problems;
- Ability to work within outlined standards;
- Excellent time management and ability to meet deadlines and manage multiple ongoing projects at a time;
- Ability to develop and maintain documentation for procedures, policies, and processes;
- Ability to quickly and efficiently manage multiple tasks and projects in a fast-paced, dynamic environment;
- Preference may be given for Microsoft certifications.

Additional Information:

- Flexible Schedules
- Remote Work Policy for Eligible Employees
- Benefits: Health, Life, Dental, Vision, and other supplemental policies available
- Paid State Holidays
- Paid Personal and Medical Leave
- State Retirement Plan (PERS)
- Employee Assistance Program (EAP)

Interested applicants should apply at: [Server and LAN Systems Administrator | Indeed.com](#)