

## Job Description

### *VMware Administrator*

The Mississippi Department of Information Technology Services (ITS) is seeking a qualified person to fill the role of VMware Administrator to help support our enterprise-level private cloud virtual infrastructure built on VMware. Successful candidates have a degree or applicable experience in information technology or a related field; and experience administering, configuring, and troubleshooting mid-to-large-scale virtual infrastructures.

### *Key Responsibilities*

This position will work in the Enterprise Private Cloud team of the Data Services division at ITS. The Enterprise Private Cloud team's purpose is to deliver, monitor, and support virtual server infrastructure for all agency customers, and is responsible for critical escalated support of the infrastructure in a shared on-call duty.

This role is involved in the research, installation, troubleshooting, and ongoing maintenance of all tools needed to support enterprise private cloud VMware services. This role is also responsible for overseeing functional services at data center sites in Jackson, MS and in Starkville, MS that comprise the enterprise private cloud. In all capacities, the person filling this role works directly with operations staff, system specialists, agency technical staff, and external contractors to ensure consistent delivery of related enterprise private cloud services.

### *Qualifications:*

- Typically requires a Bachelor's Degree and five to eight plus (5-8+) years of IT experience building and maintaining a virtual server infrastructure in a mid-to-large-scale environment.

### *Preferred Skills:*

- Preference will be given to candidates with experience in VMware vSphere, VSAN, NSX, HCX, Aria, and Veeam. Highest preference will be given to those candidates with related experience and certification in any or all of these technologies;
- Demonstrable experience responding to end user helpdesk tickets with excellent customer service;
- Demonstrable understanding of good VM backup and recovery practices;
- Understand how to follow good ITIL service management practices;
- Have working knowledge of security methodologies in an enterprise infrastructure;

- Have knowledge of intermediate networking management concepts and client troubleshooting;
- Strong customer-service competencies, oral and written communication, technical documentation, time-management, and project management skills;
- Strong analytical and problem-solving abilities;
- Excellent change impact analysis skills for break-fixes, upgrades, and patches;
- Maintain systems according to established requirements through testing, implementation, and monitoring through the complete lifecycle of the product or solution;
- Be able to work in a dynamic, highly demanding, and highly visible team while keeping a professional attitude and composure;
- Be able to speak and relay information intelligently to both highly technical administrators and semi-technical personnel from various state agencies, customers, vendors, and other organizations;
- Be able to work effectively alone and within a team environment, demonstrating the ability to make progress across multiple complex assignments at once

***Benefits:***

- Insurance: Health, Life, Dental, Vision, other supplementals.
- Paid Time Off/Holidays
- Retirement Plan
- Employee Assistance Program
- Hybrid Remote Work Policy for eligible employees

***Job Type:*** Full-Time (8 AM to 5 PM, Monday-Friday)

**Salary:** \$55,877.96 - \$76,273.42 per year

Interested applicants should email their resume and/or a [State of Mississippi Application](#) to [recruiting@its.ms.gov](mailto:recruiting@its.ms.gov) and include the position title in the email's Subject Line.