Title: Windows Infrastructure Administrator II
Supervisor: Director of Information Systems

## Position Purpose

As the **Windows Infrastructure Administrator II**, the primary objective is to ensure the organization's Windows server environment's stability, security, and optimal performance while providing exceptional technical support to members and library staff. This entails designing, implementing, and maintaining critical server infrastructure, proactively troubleshooting complex technical issues, and contributing to cross-functional projects that enhance IT capabilities. By fostering innovation and staying informed about emerging technologies, the role supports the organization's mission to deliver reliable and forward-thinking technology solutions while exemplifying values of collaboration, technical excellence, and continuous improvement.

## Duties & Responsibilities

Infrastructure Design and Implementation

- Design, implement, and maintain core Windows server infrastructure, including Active Directory, DNS, Certificate Services, AD FS, and Windows Server Clusters (2019 and later).
- Deploy, configure, and manage Hyper-V clusters to support virtualization needs and ensure high availability.

System Maintenance and Monitoring

- Add, replace, and remove servers and components as part of system lifecycle management.
- Perform regular maintenance, updates, and patching of Windows Server environments to ensure optimal performance and security.

Backup and Disaster Recovery

- Develop, manage, and test backup and recovery plans to ensure data integrity and minimize downtime during failures.
- Implement disaster recovery strategies, including replication and failover configurations for Windows clusters.

Performance Optimization and Monitoring

- Monitor system health and performance, troubleshoot and resolve complex issues, and ensure scalability and reliability of the infrastructure.
- Manage and configure network teaming to optimize connectivity and bandwidth utilization.

Scripting and Automation

- Develop and maintain PowerShell scripts and other tools to automate routine tasks and streamline system administration processes.
- Leverage scripting to improve operational efficiency and reduce manual effort.

User and Team Collaboration

- Provide advanced support and training to team members on implemented systems, fostering skill development and knowledge sharing.
- Ability to effectively explain complex technical concepts to both technical and non-technical staff.
- Serve as a resource for progressively complex IT and system administration tasks, demonstrating autonomous decision-making and proactive problem-solving.

Innovation and Continuous Improvement

- Research and integrate innovative technologies to enhance the capabilities and reliability of the Windows server environment.
- Collaborate with cross-functional teams to drive strategic infrastructure improvements aligned with corporate goals.

## Required Qualifications

- Education:
  - Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent work experience.
- Experience
  - 2–4 years of hands-on experience in system administration, with a focus on managing Windows Server environments (2019 and later).
  - Demonstrated experience with Active Directory, DNS, and Windows Server Clusters.
  - Proven ability to troubleshoot, deploy, and maintain Hyper-V clusters and virtualized environments.
- Knowledge and Skills
  - Solid understanding of Windows Server infrastructure design and implementation.
  - Proficiency in PowerShell scripting and automation for system administration tasks.
  - Strong knowledge of backup and recovery solutions, including disaster recovery planning and implementation.

- Familiarity with network teaming and its role in optimizing connectivity and performance.
- Excellent problem-solving and analytical skills, with the ability to manage moderately complex technical issues independently.
- Strong communication and collaboration skills to support team-based projects and user training.

**Preferred Qualifications**

- Education:
  - Bachelor's degree in Computer Science or a closely related discipline.
  - Relevant certifications such as MCP, MCSE, and Azure Administrator Associate
- Experience
  - 4+ years of progressive experience in IT infrastructure and system administration roles.
  - Extensive experience with Windows clusters, high availability configurations, and advanced troubleshooting of server environments.
  - Demonstrated experience in mentoring or training team members on new technologies and systems.
- Knowledge and Skills
  - Advanced expertise in designing, implementing, and maintaining a corporate Windows server infrastructure.
  - Comprehensive knowledge of Hyper-V cluster deployment and management.
  - Experience in integrating diverse technologies into heterogeneous IT environments.
  - Advanced PowerShell scripting capabilities for managing complex system environments.
  - Knowledge of ITIL and DevSecOps practices for system administration and service management.
  - Strong ability to work autonomously, taking initiative in implementing and improving systems.

**Ideal Marmot Employee**

- A team player who engages well with others.
- A patient, active listener eager to provide exemplary customer service.
- A technology enthusiast who can understand user needs and provide appropriate solutions.

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- Innovative, creative, and keen to explore new and emerging technologies.
- Results-oriented, highly organized, systematic, and methodical.
- Committed to the values of Marmot's project management culture.
- Able to enjoy work with a good sense of humor.

**Work Environment**

- Sit for extended periods while working at a computer.
- Speak and hear to communicate with staff, users, and suppliers.

**References**