HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Senior Infrastructure Systems Administrator

Job Code: U8752
Pay Grade: UL
Pay Scale: $128,693.50-$235,124.84 Annually
Exempt: Yes

OVERVIEW

This is an advanced tier support senior position within the Infrastructure Systems Team in the Information Services Division (ISD). Maintain Linux/Windows systems reliability, availability, and data integrity and recovery. Ensure high availability resources and solutions maintained to minimize downtime and to facilitate 24/7 and 365 Sheriff's Office operations.

DUTIES AND RESPONSIBILITIES

Duties may vary based on assignment.

- Architect and administer Active Directory (AD).
- Administer Identity and Access Management (IAM) solutions.
- Architect and administration of Azure cloud services infrastructure and Microsoft Entra ID services.
- Administer, maintain, and support Microsoft 365 (M365).
- Architect and administer the virtual environment.
- Provide technical and operational support and administration of cloud services infrastructure and Azure AD services.
- Configure, manage, and support Amazon Web Services (AWS) cloud environment and other cloud computing environments as decided by the agency.
- Administer and manage the security information and event management (SIEM) solution.
- Architect and administer enterprise email solutions.
- Architect and administer anti-virus and anti-malware solutions.
- Develop and perform system installation, configuration, troubleshooting, performance analysis, tuning, upgrading, patch maintenance, license management, system backup administration, user account/environment administration, implementation and maintenance of system security stances, and hardware/software installation.
- Oversee accurate and detailed hardware and software inventories of both physical and virtual machine environments.
- Design and administer proactive monitoring of systems utilizing an enterprise monitoring solution.
- Research and introduce new technological innovations.
- Research and recommend solutions to complex issues.
- Design and perform routine security auditing and run compliance/vulnerability scans of systems as required.
- Lead or participate in project planning across ISD sections.
- Provide proactive and well qualified recommendations to purchase hardware, software, and system components to enhance performance, security, or availability.
- Lead and perform system modeling, analysis, planning, and budgeting.
- Research and evaluate vendor products and services.
- Oversee the builds and deployment of software packages utilizing software distribution solution.

- Communicate effectively at all levels of the Sheriff's Office and with external customers and vendors.
- Proactively develop and document technical processes and procedures to enhance service levels and section efficiencies.
- Identify and proactively maintain system configuration documentation and facilitate changes in documentation and system monitoring as devices are added and retired from the environment.
- Monitor a ticket queue to ensure issues are being resolved in a timely fashion.
- Provide mentorship to section members and overall guidance as needed to ISD members.
- Remain available outside normal working hours as needed.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Expert level knowledge of Linux operating systems and Windows Server 2019+.
- Demonstrated knowledge of Azure AD/Microsoft Entra ID.
- Ability to create complex custom scripts and Group Policy Objects (GPO).
- Ability to architect AD for an enterprise environment to include designing global and group policies, designating organization units (OUs), and delegating authority within the environment.
- Ability to manage current Enterprise Storage Area Networks (SANs), Network File System (NFS), and fiber channel technologies.
- Ability to internetwork external entities into corporate environment.
- Ability to provide IAM solutions.
- Ability to lead projects and team members in implementation efforts of information technology (IT) related projects.
- Ability to manage Macintosh Operating System (Mac OS X) in a Windows environment.
- Ability to learn, understand, and implement new technology quickly and independently.
- Ability to work independently and under minimal direction in accordance with section and division goals, objectives, and values.
- Demonstrated success solving complex issues, developing solutions to previously unsolved problems, and leading problem resolution at the highest escalation point.
- Strong evidence of continuous learning and continual self-improvement.

SKILLS

- Data Center Operations
- Linux System Administration
- Microsoft Server Administration
- Red Hat Enterprise Linux (RHEL)
- VMware Administration
- Computer Servers
- Dell PowerEdge
- Microsoft Active Directory Management
- Microsoft Windows Server
- Storage Area Network (SAN)
- VMware vSphere
- Bash (Scripting Language)

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- May be required to visit other job sites to perform work.
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and

responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Nine years of paid experience providing technical support, system implementation, maintenance, troubleshooting, and evaluation of business methods and procedures within an enterprise environment to include but, not limited to virtualization, backup and disaster recovery, storage networks, messaging, cloud technology, OS-agnostic systems, and intermediate networking skills.

OR

- An associate degree from an accredited institution of higher education in a technical field.
- Eight years of paid experience providing technical support, system implementation, maintenance, troubleshooting, and evaluation of business methods and procedures within an enterprise environment to include but, not limited to virtualization, backup and disaster recovery, storage networks, messaging, cloud technology, OS-agnostic systems, and intermediate networking skills.

OR

- A bachelor’s degree or higher from an accredited institution of higher education in a technical field.
- Seven years of paid experience providing technical support, system implementation, maintenance, troubleshooting, and evaluation of business methods and procedures within an enterprise environment to include but, not limited to virtualization, backup and disaster recovery, storage networks, messaging, cloud technology, OS-agnostic systems, and intermediate networking skills.

OR

- Five years of experience in a Hillsborough County Sheriff’s Office Information Services Division position.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face. Tattoos on hands, neck, or arms may be required to be covered with white, black, or neutral colored covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a criminal background investigation including polygraph; reference, employment, neighborhood checks; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- Certification as a Red Hat Certified Engineer (RHCE).
- Fifteen years of systems administration experience in an enterprise environment.
- Advanced scripting experience.
- Demonstrated experience with cloud platform administration.
- Demonstrated experience with VMWare vSphere ESXi design and architecture.
- Demonstrated experience with VMWare vSphere NSX design and administration.
- Demonstrated experience with VMWare Workspace One administration.
- Demonstrated experience with data center disaster recovery planning strategies.
- Demonstrated experience designing and implementing enterprise backup solutions.
- Demonstrated experience administering Microsoft Entra ID and Exchange
- Demonstrated experience in utilizing vulnerability management tools.
- Demonstrated experience administering deduplication storage systems.
- Proven experience administering Linux systems.
- Proven experience administering enterprise level SANs and SAN fabrics.
- Proven experience managing an enterprise SIEM solution.
- Experience administering data storage arrays and data protection solutions.
- Experience leading a multidisciplinary team.