HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Infrastructure Systems Administrator

Job Code: U8771
Pay Grade: UK
Pay Scale: $116,464.70-$212,782.66 Annually
Exempt: Yes

OVERVIEW

As part of the Infrastructure Systems Team within the Information Services Division (ISD), maintain Windows/Linux 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 & RESPONSIBILITIES

Duties may vary based on assignment.

- Administer Active Directory (AD).
- Administer Identity and Access Management (IAM) solutions.
- Maintain and support Microsoft 365 (M365).
- Provide technical and operational support and administration of Microsoft Azure Cloud Services infrastructure and Microsotft Entra ID services.
- Configure, manage, and support Amazon Web Services (AWS) and other cloud computing environments as decided by the Sheriff's Office.
- Administer and manage the Security, Information, and Event Management (SIEM) solution.
- Administer the Mobile Device Management (MDM) solution.
- Administer the virtual environment.
- Administer enterprise email and email gateway solutions.
- Administer anti-virus and anti-malware solutions.
- 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.
- Produce/maintain accurate and detailed hardware and software inventories of both physical and virtual machines/environments.
- Install critical patches and updates for systems and related components on a scheduled basis.
- Proactively monitor systems utilizing an enterprise monitoring solution.
- Perform routine security auditing and run compliance/vulnerability scans of systems as required.
- Participate in projects across ISD areas and meet deadlines.
- Provide the root cause analysis of major incidents/problems.
- Write custom scripts and create Group Policy Objects (GPOs).
- Evaluate vendor products and services.
- Build and deploy software packages utilizing software distribution solution.
- Learn the key performance aspects of the Systems Administrator: Infrastructure role and support Senior Systems Administrator: Infrastructure.
- Communicate effectively at all levels of the Sheriff's Office and with external customers and vendors.

- Develop and document technical processes and procedures as needed.
- Maintain system configuration documentation and facilitate changes in documentation and system monitoring as devices are added and retired from the environment.
- Audit and document the relevant systems to ensure adherence to Sheriff's Office/Criminal Justice Information Services (CJIS) standards.
- Work a ticket queue to ensure reported issues and requests are being resolved in a timely fashion.
- Participate in a rotating on-call schedule.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Working knowledge of virtualization technologies and hypervisors.
- Working knowledge of enterprise monitoring solution to monitor system uptime and resource utilization.
- Working knowledge of basic network configuration and troubleshooting.
- Working knowledge of Linux operating systems, specifically Red Hat, and Windows Server 2019+.
- Working knowledge of Azure AD/Microsoft Entra ID.
- Knowledge of backup and disaster recovery technologies.
- Knowledge of virtualization technologies and hypervisors.
- Knowledge of AD environments including designating organization units (OUs), auditing, backup and recovery, and delegating authority in an AD environment.
- Knowledge of current storage management technologies like Enterprise Storage Area Networks (SANs), Network File System (NFS), and fibre channel technologies.
- Ability to manage a Macintosh Operating System (Mac OS X) in a Windows environment.
- Ability to learn and understand new technology quickly and independently.
- Ability to work independently and under minimal direction.
- Ability to take ownership of an aspect or task on a project with little to no assistance.
- Ability to write custom scripts.
- Ability to work as part of a team.
- Ability to think creatively and abstractly.

SKILLS

- Microsoft Active Directory Management
- Virtualization
- Data Center Operations
- Microsoft Server Administration
- Backup Servers
- VMware Administration
- Dell PowerEdge
- Microsoft Windows Server
- Computer Servers
- VMware vSphere

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 moderate physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 25 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.
- 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 basic networking skills.

OR

- An associate degree from an accredited institution of higher education in a technical field.
- Six 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 basic networking skills.

OR

- A bachelor’s degree from an accredited institution of higher education in a technical field.
- Five 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 basic networking skills.

OR

- Four 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 Systems Administrator (RHCSA)
- Ten years of systems administration experience in an enterprise environment.
- Advanced scripting experience.
- Demonstrated experience with Cloud Platform administration.
- Demonstrated experience administering enterprise backup solutions.
- Demonstrated experience with VMWare vSphere ESXi administration.
- Demonstrated experience with VMWare vSphere NSX administration.
- Demonstrated experience with VMWare Workspace One administration.
- Proven experience administering enterprise level SANs and SAN fabrics.
- Proven experience administering Linux systems in an enterprise environment.
- Proven experience administering Microsoft Entra ID and Exchange.
- Experience with server hardware and capacity planning within virtual environments.
- Experience supporting enterprise server-based application systems.
- Experience with administration of Windows Server 2019+.
- Working knowledge of system integration, security compliance, systems maintenance, break/fix, and performance troubleshooting.
- Working knowledge of complex scripting.
- Knowledge of data center disaster recovery planning strategies.