

SERVER MANAGER

Job description:

This position is responsible for managing many complex technologies such as SAN based storage, backup, various databases, Active Directory, virtualization infrastructure, Outlook, as well as many other enterprise level hardware and software-based solutions.

Job Duties:

- Create and maintain comprehensive documentation as it relates to server and network topology, equipment, and configuration(s).
- Provide Infrastructure services in all areas needed: storage networking, Operating System, network security, directory services, server virtualization using system backup and restore, system and network monitoring, application installation and configuration
- Troubleshoot end-user issues for assigned clients daily.
- Identify, diagnose, and resolve network problems including network connectivity, traffic utilization, etc. using available network tools in a timely fashion.
- Interface with third-party vendors as a liaison between client and vendor
- Work on all assigned tickets and projects as needed until they are complete.
- Communicate all necessary tasks with the client to schedule their completion at a time that is most convenient for them.
- Oversee successful management of client expectations when targets cannot be met.
- Configure, test, and maintain LAN equipment and services, including switches, routers, firewalls, and VPN.
- Create and maintain SOPs for tasks that are performed by you daily, monthly, quarterly, and annually.
- Participate in after-hours upgrades, troubleshooting, and/or on-call availability as needed.
- Assist with the annual budget by conducting high-level planning meetings with your Pod clients.
- Provide advice as needed with client purchases of hardware and software. Create request, and present technical specifications and requirements for purchasing of new servers and networking equipment via quote procedure.
- Other duties as assigned

Qualifications:

Bachelor's degree in computer science, Information Technology, or a related field (or equivalent experience). Proven work experience as a System Administrator, preferably with experience in NIST. Proficient in Windows and/or Linux server administration. Familiarity with virtualization technologies (e.g., VMware, Hyper-V). Solid knowledge of networking protocols, including TCP/IP, DNS, DHCP, and VPN. Strong analytical and problem-solving skills with a keen attention to detail. Excellent communication and interpersonal skills to collaborate effectively with cross-functional teams and end-users.

How to Apply:

Please submit a cover letter, resume, and a completed Application for Educational Support Staff Employment either in person, via email at HROffice@hamptonu.edu, or fax to (757) 727-5969:

Office of Human Resources
Hampton University
Hampton, VA 23668

****No phone calls**

****Incomplete applications will not be considered**

Forms:

Visit [Human Resources – Hampton University Human Resources](#) to retrieve the educational support staff employment application and other supplemental application materials.