

E-MAIL ADMINISTRATOR

DEFINITION

Responsible for the operational design, architectural development, planning, and implementation of the District's e-mail systems.

TYPICAL DUTIES

Plans, designs, implements, maintains, supports, installs, configures, and troubleshoots all Exchange servers, Exchange message routing and transports, Directory Services Outlook Web, Public Folders/Resource Mailboxes, Conference Rooms, Certificate Services, performance, protocols, and related security.

Implements and manages e-mail policies and procedures.

Manages storage area network (SAN) connectivity to Exchange servers.

Designs solutions in line with established architecture to meet the requirements of customers.

Manages, designs, monitors, and implements e-mail disaster recovery operations and procedures.

Monitors and corrects all messaging operations (Operations Manager, e.g. MOM, SCOM).

Plans, coordinates, and participates in scheduled and unscheduled systems maintenance.

Develops and maintains systems architecture and operations documentation.

Oversees system testing, certification, and product lifecycle management.

Monitors, manages, and recommends preemptive action against e-mail spammers and security threats.

Maintains effective working relationships with District service providers.

Serves as a technical resource for e-mail users regarding the District's e-mail system.

Oversees other District e-mail systems provided by District service partners.

Designs, implements, manages, and monitors E-mail Archiving System.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An E-mail Administrator is responsible for the operational design, architectural development, planning, implementation, maintenance, and daily operations of the District e-mail system infrastructure.

An Enterprise Server Analyst is responsible for the operational support of the District's Exchange systems, including participation in the design, planning, implementation, and architectural development of the District's e-mail systems.

An IT Field Services Technician II installs, configures, analyzes services and repairs servers, desktop, laptop computers, and other mobile computing devices, peripheral devices, and software. An IT Field Services Technician II may also act as a team lead in handling server and operating system related issues for a geographic region and by resolving more complex client issues related to servers, desktop and laptop computers, operating systems, and related software and applications.

SUPERVISION

General direction is received from the Chief Information Systems Director or designee. Supervision may be exercised over IT Field Service Technicians.

CLASS QUALIFICATIONS

Knowledge of:

- Microsoft Exchange
- High volume e-mail systems
- Internet e-mail protocols and components such as Internet Message Access Protocol (IMAP), Multipurpose Internet Mail Exchanges (MIME), POP3, Simple Mail Transfer Protocol (SMTP), MTA, e-mail gateway and servers
- Exchange directory synchronization, database utilities, backup and recovery procedures, and mail routing
- Active Directory, Domain Name System (DNS), DHCP, and global directory synchronization
- Microsoft Internet Information Services, Active Directory, and SQL server
- Messaging operations in System Center Operations Manager (e.g. MOM, SCOM)
- Backup applications, Enterprise anti-virus software, and wireless e-mail services
- E-mail clients including Microsoft Outlook, Outlook Express, POP3, and web-mail interface

Ability to:

- Maintain, support, install, configure, and troubleshoot all Exchange servers, Exchange message routing and transports, Directory Services, Outlook Web, Public Folders/Resource Mailboxes, Conference Rooms, Certificate Services, performance, protocols, and related security
- Analyze and solve complex server hardware, software, Exchange, and other e-mail system problems
- Prepare clear and concise reports with technical documentation
- Create and modify project plans utilizing Microsoft Project
- Maintain effective working relationships with District personnel
- Provide on-call and off-hours system support

ENTRANCE QUALIFICATIONS

Education:

A bachelor's degree from a recognized college or university with a major in mathematics, computer science, information systems, engineering, or a related field. Additional qualifying experience may be substituted for the required education on a year for year basis provided that the requirement of a high school diploma or equivalent is met.

Experience:

Five years of experience in e-mail system administration, installation, implementation, configuration, and ongoing maintenance; including at least two years of the aforementioned experience for a system that serves at least 5,000 e-mail users daily. Three years of supervisory or management experience is required.

Special:

- A valid California Driver License
- Use of an automobile
- Microsoft Certified Solutions Expert (MCSE), Microsoft Certified Professional (MCP), Microsoft Certified IT Professional (MCITP), Microsoft Certified Technology Specialist (MCTS), or a VMware Certified Professional (VCP) certification is preferred.

SPECIAL NOTES

Employees in this class are subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
07-14-14
PJO

Reviewed
09-15-22
LKD