



**Administrative Office of the Courts
JOB #2017-037-I13**

SENIOR SERVER ADMINISTRATOR

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Exciting Career Opportunity!

BENEFITS OF WORKING FOR AOC

- ◆ The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- ◆ Vacation leave
- ◆ Sick leave
- ◆ Shared leave
- ◆ Family – Medical leave
- ◆ Military and Civil leave
- ◆ Eleven paid holidays per year
- ◆ A state retirement plan
- ◆ Deferred Compensation Program
- ◆ Membership in the Public Employees’ Retirement System
- ◆ Opportunities to participate in a Medical Flexible Spending Arrangement and Dependent Care Assistance Programs

WHERE IS AOC LOCATED?

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

SALARY: \$71,040 to \$93,156 per year DOQ

LOCATION: Olympia, Washington

OPENS: November 3, 2017

CLOSES: November 27, 2017

POSITION PROFILE

Responsible for the operation, maintenance and support of the high-availability Windows Server platforms. Supports daily operations including monitoring, alerting, troubleshooting, capacity management, provisioning, hardware and software configuration, patching, upgrades, performance monitoring, tuning, and resolving incidents within Service Level Agreements. Administers multiple systems including regular after-hour and weekend supports and ensures 24x7x365 availability in a 99.999% uptime environment.

Reports to the Infrastructure Manager or equivalent, this professional position works independently with minimal supervision. Work products are subject to review and approval.

DUTIES AND RESPONSIBILITIES

- Perform enterprise server migrations from Windows Server 2008 and 2012 to Windows Server 2016
- Perform patch management and ensure Windows servers have latest approved patches
- Monitor health, performance, and optimization of Windows Server environment
- Respond to service calls/tickets for issue resolution to server OS and/or applications running on them
- Work with Application owners to ensure systems are properly set up before release system and to understand and resolve issues before and after release.
- Effectively troubleshoot complex technical issues
- Ensure server security and control compliance
- Implement best operational practices for Windows Server environment, and automate where applicable
- Participate in rotational on-call duties to provide after-hours support
- Coordinate change requests with the vendor, AOC, and business users
- Execute PowerShell scripts to query and/or update application data
- Create and maintain detailed documentation
- Adhere to standard operating procedures
- Recommend application and integration enhancements
- Report application and integration defects
- Develop positive working relationships with court customers

Perform other duties as required.

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

AGENCY-WIDE VALUES & COMPETENCIES

Agency Values

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Key Competencies

Knowledge, Skills and Ability

- Demonstrated knowledge and experience of Active Directory and GPO's
- Demonstrated knowledge and experience of Certificate Management
- Demonstrated knowledge and experience of performing Backups and Restores
- Demonstrated knowledge and experience of Server Builds
- Demonstrated knowledge and experience with different Windows servers (e.g. Windows 2008-R2, Windows 2012-R2, etc.) and Window desktops (Windows 7, 10, etc.), from the engineering of a secure and compliance baseline to maintaining it through regular patching cycles
- Demonstrated experience documenting changes, maintaining configuration control, and keeping a system security accreditation in good standing.
- Demonstrated experience working independently and troubleshooting problems
- Interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, customers and vendors
- Communication skills that facilitate effective, appropriate information exchanges
- Ability to effectively communicate both orally and in writing; communicate proficiently in written reports and deliver information through presentations
- Ability to understand and meet customer expectations
- Ability to identify, analyze, and resolve problems
- Ability to think critically, exercise judgment and make sound decisions and recommendations consistent with organizational objectives
- Skill to prioritize and adjust priorities within workload assignments based on business need and/or direction from senior staff or management
- Ability to manage time & resources to accomplish goals and objectives
- Ability to lead, coach and mentor lower level staff
- Ability to multi-task and effectively coordinate multiple assignments
- Ability to accomplish work objectives, complete assignments set by supervisor
- Ability to self-initiate, achieve excellent results with little need for direct oversight
- Ability to accept personal responsibility for the quality and timeliness of work
- Knowledge/understanding of the overall impact of the enterprise such that they can independently deal with high risk, high profile initiatives impacting services
- Ability to understand the overall impact and interconnections of the AOC system infrastructure
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product and service delivery to customers
- Ability to learn new concepts and skills; absorb and retain new information

The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to Employment@courts.wa.gov.

SPECIAL NOTE:

All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.

Application materials will be screened for the purposes of determining who will be selected for an interview.

- Ability to skillfully deploy knowledge and skills in a combination of the following technology and business areas:
 - ◇ Microsoft Office - Word, Excel, PowerPoint, Visio and Project
 - ◇ Application programming fundamentals
 - ◇ General business practices and procedures
 - ◇ Methodologies and principles of Business Process Engineering (BPE / BPM)
 - ◇ Principles of Change Management
 - ◇ Quality Assurance methodologies
 - ◇ Packaged application systems featuring a high level of configurability to end-user requirements
 - ◇ Project Management methodologies and procedures
 - ◇ Best Practices for Data Security
 - ◇ General knowledge of the fundamentals of Enterprise Architecture

QUALIFICATIONS AND CREDENTIALS

Bachelor’s degree in Computer Science or closely related field **AND** demonstration of the following:

A minimum of five (5) years of experience working specifically in the area of Windows Active Directory Administration.

Relevant experience may substitute for education on a year for year basis.

The preferred candidate will have:
Bachelor’s degree in Computer Science or related field.

THE PREFERRED CANDIDATE WILL HAVE

- ◇ A thorough understanding of Windows Server Operating Systems and Active Directory Administration
- ◇ A strong proficiency in Group Policy administration
- ◇ Be a team player that is willing to provide support to a variety of tasks and to support unplanned high priority customer activities

APPLICATION PROCEDURE

To be Considered for this Position, Please Submit:

- A **cover letter** specifying how you meet the qualifications of the position (no more than two pages);
- A chronological **resume** describing your prior job experience to include employers, dates of employment (by total months/years), description of duties, and education; and
- A completed AOC **Application for Employment** (found at www.courts.wa.gov/employ, then click on Current Openings-Washington Courts link, go to bottom of page).

Failure to submit the required materials listed above may eliminate your application from consideration.

Submission by email is preferred: Employment@courts.wa.gov; or you can fax to (360) 586-4409; or send by mail to Administrative Office of the Courts, PO Box 41170, Olympia, WA 98504-1170