

***Cannabis Control Commission
Job Description***

Department: Technology

Reports To: Director of IT and Security
Operations

Job Title: Systems Administrator

FLSA Status: Exempt

I. PURPOSE OF THE JOB

The Systems Administrator, under the direction of the Director of IT and Security Operations, this position is responsible for the administration of the Commission's network as well as executing configurations to support best in class technology operations. The System Administrator will support a high availability network while assuring proper controls over accessibility of technology resources. This position is expected to perform both help desk support as well as network administration.

II. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Technology Administration, Implementation and Design

- Develop and recommend technical solutions for enterprise physical and virtual server configurations and functionality;
- Collaborate with other IT professionals to develop complex technical solutions;
- Develop and maintain Commission server software patching policy and plan and execute regular patch applications to keep all managed servers up to date with software updates;
- Plan and communicate patching events; execute within allocated time with very minimal unplanned down-time;
- Troubleshoot and provide both Tier-1 and Tier-2 technical support in these areas;
- Liaise with vendors to manage repairs and pro-active fixes; and
- Keep current on technologies for future improvements, and work with vendors to integrate and build on them.

Systems Support

- Manage the Active Directory environment, from design and implementation to maintenance and regular reporting;
- Responsible for our backup/recovery system, data flow, and archiving;
- Configure and manage routers, firewalls and VPN appliances in all Commission locations as necessary to secure and maintain the Commission's network;
- Work with stake-holders to develop required networking systems, and keep current on technologies to optimize networks;
- Configure and manage wireless access points in all Commission offices;
- Act as lead troubleshooting LAN/WAN outages;



- Establish practices for enabling VPN connectivity and SFTP configurations;
- Act as liaison with outsourced service providers, such as Windstream and Comcast and perform phone system administration; and
- Manage the Palo Alto network and all components which support network connectivity.

Customer Support

- Achieve high client satisfaction as measured by formal company surveys and informal inquiries; and
- Utilize strong customer service skills to communicate effectively with Commission employees at varying levels, troubleshoot issues, and gain consensus on technical plans.

III. OTHER DUTIES AND RESPONSIBILITIES

- Work collaboratively with other staff to provide excellent customer service;
- Be primary contact for technical issues;
- Test and monitor IT business continuity and disaster recovery plans;
- Be the on-site technical support for infrastructure projects and support end users and travel to various sites as required or needed;
- Performs related duties as assigned; and
- Required to lift 35 pounds and push 65 pounds of computer equipment.

IV. KNOWLEDGE AND SKILLS

- Able to communicate in a clear and consistent manner across the Commission along with individuals outside the Commission while maintaining customer satisfaction;
- Able to build constructive working relationships characterized by a high level of acceptance, integrity, cooperation, and mutual regard;
- Able to earn the trust, respect, and confidence of co-workers and customers through honesty, forthrightness, and professionalism;
- Able to accept personal responsibility for the quality and timeliness of work, and for meeting expectations;
- Able to seek opportunities to resolve problems, achieve goals, or otherwise advance the Commission's mission;
- Ability to work out of the Worcester headquarters and travel between locations to assure high availability of technology and systems;
- Comfortable working independently, as well as with teams; and
- Experience working with people from diverse cultural and ethnic backgrounds.

V. EDUCATION AND EXPERIENCE

- Bachelor's degree required;
- 7+ years in a User Services role supporting every aspect of the desktop computing including Windows, Apple, MS Office, desktop applications, printers, and hardware troubleshooting;
- 7+ years' proven installation, support, and administration of Microsoft Servers including operating systems, Active Directory, DNS, DHCP, group policies, and scripts;
- Specialized experience in MS Azure AD and cloud-based administration;



- Palo-Alto Firewall and network administration preferred;
- Familiarity with Zero-trust environments desired; and
- Experience with Cyber security AI and similar tools preferred.

Salary Range: \$65,000 - \$75,000

