

## **Position Description**

**POSITION TITLE:            Domain Administrator I**

### **I. POSITION SUMMARY:**

Reporting to the Manager of Technical Services, the Domain Administrator is part of a team responsible for operating and maintaining the organization's Active Directory Domain Services infrastructure, ensuring the reliability, performance, and security of the domain throughout the organization. This includes Exchange inbox and security management, Active Directory physical and logical architecture, Dynamic Host Configuration Protocol and Domain Name System maintenance. The Domain Administrator accomplishes these responsibilities by enforcing AD DS security procedures, conducting testing, identifying root causes of domain issues, and collecting data to promote maximum security and reliability.

#### **System Specific Duties and Responsibilities:**

- Implement a global Active Directory Infrastructure, including, design and implementation of Group Policy and domain consolidation for all domains in the organization.
- Manage, plan and implement AD Domain Services, AD Sites and Services, GPOs, DHCP, DNS and Exchange for all of the organizations domains.
- Provide and maintain automation and integration with all of the applications the organization interfaces with AD DS.
- Maintain, plan and test backup and disaster recovery plans for all domains in the organization.
- Utilize logical problem solving to find creative solutions to problems in the environment on a broad scale.
- Plan and execute Active Directory Domain level upgrades.
- Plan and design Group Policy Objects as requested to ensure compliance of organization policies for servers and user end-point devices.
- Manage licenses for servers and software.
- Ensures all AD DS hardware is patched and updated, coordinating maintenance and downtime as necessary.
- Supports Help Desk staff with tickets related to domain issues.
- Troubleshoot and resolve Active Directory, GPO, and password/identity management systems.
- Works with an automation mind set. Proven expertise in the use and creation of PowerShell scripts.
- Work with stakeholders and other technical teams to collect business and technical requirements and design / deliver enterprise level solutions.
- Create and update technical documentation of operating procedures as needed.

- Collaborate and communicates with architects with internal departments and vendor partners.
- Own and lead discussions in business and technical information technology solution implementations, upgrades, enhancement and conversions. Recommends solutions as appropriate.
- Strong understanding of architecting and configuring Microsoft Windows OS technology including AD Forests, Domains, Trusts, DNS, DHCP, Group Policy and Organizational Units.
- Other duties as assigned by the organization.

## **II. Organizational Relationship:**

**Reports to:** Manager of Technical Services

## **III. EDUCATION AND EXPERIENCE REQUIRED FOR POSITION:**

### **Education:**

- Bachelor's Degree in computer science or related IT field, or equivalent combination of education and experience is required.
- Relevant certification (MCSE, MCSA, and Relevant Microsoft Certifications) is preferred.

### **Experience**

- Three (3) years of experience in managing AD DS, Exchange and IT infrastructure is required.
- Hospital or healthcare experience is preferred.

The **kind** of position-related experience includes:

- Knowledge of computer hardware, network, and peripheral.
- Knowledge of AD DS, AD Sites and Services, GPOs, DHCP and DNS.
- Knowledge of PowerShell and other automation techniques.
- Knowledge of Microsoft Exchange maintenance and deployment.
- Excellent network, server, and PC troubleshooting skills.
- Excellent network analysis fundamentals.
- Strong technical, analytical, and problem-solving skills.
- Strong communication skills, written and verbal are required.
- Customer service and interpersonal skills needed for working with clinicians and coworkers.
- Ability to communicate effectively about complex matters with others who have varying levels of education.
- Ability to work under pressure and on multiple projects at once.
- Ability to meet aggressive deadlines.

- Advanced skill level with MS Office.

#### **IV: PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Ability to push/pull objects less than 35 pounds; perform simple manipulative skills such as writing, collating, and grasping objects; perform tasks that require eye-hand coordination such as operating computers and keyboarding skills; perform gross motor coordination such as reaching, turning, and moving about; be mobile and move from one place to another; hearing normal sounds with some background noise; hearing normal sounds with some background noise, perform moderately difficult manipulative skills; see objects closely.