

JOB DESCRIPTION

Diocese of Orange, Pastoral Center

Date Prepared: 5/29/2019

Date Issued:

Approved By:

Date Revised:

Approved By:

POSITION TITLE: Office 365 Systems Administrator

ELSA STATUS: Non-Exempt

DEPARTMENT/PROGRAM: Information Technology Department

REPORTS TO: IT Systems Manager

SUPERVISORY RESPONSIBILITY: No personnel supervisory responsibility.

INTERNAL/EXTERNAL CONTACTS:

Potential interaction and contact with all Diocesan employees and IT Vendors.

PRIMARY PURPOSE:

The Office 365 Systems Administrator will deploy, modify, monitor, and maintain the Office 365 related applications and systems. Exceptional analytical skills are required to trouble shoot issues and deliver secure, creative, mission-driven solutions.

QUALIFICATIONS & EXPERIENCE:

REQUIRED:

- A full understanding of Microsoft Office 365 administration and experience supporting complex environments
- In-depth knowledge related to the Office 365 applications and features
- Demonstrated experience supporting Microsoft Exchange, preferably in a hybrid environment
- Windows PowerShell experience related to Microsoft Azure, Office 365, and Exchange Server
- Strong understanding of Active Directory and related technologies, especially DNS
- Understanding of systems engineering and platform architecture
- Strong analytical, organizational, and problem solving skills, as well as accuracy and attention to detail
- Experience implementing and supporting Office 365 in medium-sized environments
- Strong knowledge related to email security and security practices in general
- Exposure to patch management, image building (preferably using MDT), VMware Administration, G Suite administration, and general Windows Sever administration is a plus
- Must have at least 3+ years Systems Administration experience
- Must have 2+ years of Office 365 experience including migrations from on-premises
- Office 365 MCSA highly desired

PHYSICAL REQUIREMENTS:

- Must regularly lift and carry up to 10 pounds.
- May occasionally lift and carry up to 40 pounds.

EQUIPMENT AND TECHNOLOGIES OPERATED:

- Active Directory
- Windows (10, and 2016 Server)
- Exchange
- Office 365
- Productivity Suite products
- Patch Management software (Ninite, Datto RMM, WSUS)
- Autotask (other Ticketing systems considered)
- VMware hosts and virtual servers
- IT Glue (other documentation systems considered)
- PowerShell
- MS O365 Advanced Threat Protection
- MS O365 Archive
- OneDrive
- Skype
- SharePoint
- Active Directory
- Azure Active Directory

ESSENTIAL FUNCTIONS:

- Responsible for design, planning, implementation, management, and Tier III support for the Office 365 environment and surrounding systems:
 - Email
 - Teams sites
 - OneDrive for Business
 - Azure Active Directory, including AD Connect
- Perform Office 365 migrations from on-premises Exchange and other email systems onto Office 365
- Supports complex systems and applications in the Production environment, through all phases of deployment
- Administers Hybrid Exchange 2010/O365 email, Active Directory, AD Connect, and Office 365 configurations for more than 1500 users
- Accepts escalation of technical problems from other teams and works to resolve complex, cross-team problems and incidents
- Designs and delivers valuable solutions to complex business challenges
- Protects organizational value by keeping information confidential
- Accomplishes organization goals by accepting ownership of tasks and requests; exploring opportunities to add value to job accomplishments
- Maintains appropriate documentation for all areas of responsibility
- Participates in 24/7 on-call rotation

NON-ESSENTIAL FUNCTION

1. Continually improves the environment by monitoring and evaluating performance issues; planning and executing the selection, installation, configuration, and testing of equipment; defining policies and procedures.
2. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
3. Shares knowledge with team members.
4. Experience
5. Performs other duties as assigned.