

IT Infrastructure Administrator (Server and Storage)

Information Technology Services Department

Summary:

The Infrastructure Administrator is part of a team that architects, designs, builds, maintains, and supports the Firm's global portfolio of infrastructure solutions, inclusive of Computer, Storage, and Disaster Recovery.

This role supports the lifecycle management of the Server & Storage portfolio, striking the necessary balance of delivering solutions that provide an optimal experience for our lawyers, staff, practice groups, and clients, without making concessions that add unacceptable risks to the Firm.

To accomplish this objective, the team partners closely with cross-functional IT solution teams, as well as Information Security and other cross-functional stakeholders to continuously adapt solutions to meet the evolving needs of the Firm. The role requires an individual with the skills to think both strategically and tactically to handle the operational needs of the Firm, all with the objective of delivering gold-standard services.

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Qualifications:

Education & Certification

- Appropriate technical certifications are preferred (e.g., MSCE).

Knowledge & Experience

- 4+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.

Duties and Responsibilities:

- Supports the lifecycle management of the Firm's Server & Storage portfolio, providing a technology experience that is stable, secure, and scalable to meet the needs of the Firm.
- Supports the ongoing data center operations and maintenance of the Firm's infrastructure estate, working with 3rd party providers, contractors, and resources as needed.
- Develops and maintains infrastructure documentation, including system configurations and operational procedures.
- Supports broader Infrastructure functional objectives as needed.
- Actively monitors, diagnoses, and optimizes infrastructure performance, integrity, and security to promote high levels of availability.
- Provides advanced technical support for the Firm's on-premises and cloud-based infrastructure environments (e.g., Tier 3 technical support in a 24x7 environment).
- Plans and supports system maintenance updates and patches on all cloud-based and on-premises enterprise servers and systems (e.g., Windows servers).
- Deploys, manages, and supports networking aspects of Microsoft and other third-party applications (e.g., System Center Configuration Manager (SCCM), and Systems Center Operations Manager (SCOM)).
- Recommends, schedules, and performs ongoing maintenance and support activities (e.g., infrastructure security audits, upgrades, reconfigurations, routine system backups and restores).

Qualifications (continued):

- Demonstrated experience managing the system lifecycle for global infrastructure solutions and capabilities.
- Demonstrated experience with scripting (e.g., Powershell).
- Demonstrated experience with on-premise backup solutions (e.g., Commvault).
- Experience with infrastructure monitoring tools and capabilities.
- Experience working with identity and access management technologies and solutions (e.g., Azure, MS Defender, Active Directory).
- Experience with network and system administration, including operating system configuration and account management best practices.
- Experience documenting and maintaining configuration and processing information.

Skills & Expectations

- Excellent problem solving and debugging skills required.
- Must provide have a demonstrated core competency of excellent customer service, both to internal and external stakeholders.
- Ability to manage operational/maintenance tasks with a high attention to detail.
- Ability to manage complex information systems.
- Must be able to reliably deal with multiple competing priorities and remain calm under pressure.

Duties and Responsibilities (continued):

- Anticipates, mitigates, troubleshoots, and resolves problems across the infrastructure stack, with focus on preserving a gold-standard end user computing experience.
- Collaborates well with cross-functional stakeholders and other third-party providers.
- Supports the development, documentation, and maintenance policies, procedures, and associated training plans for system administration and appropriate use.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt

Reports To: Infrastructure Services Manager

Workplace Type: Hybrid

Salary range of \$86,000 - \$121,000.

Qualifications (continued):

- Ability to fulfill on-call duties for IT emergencies outside of Firm business hours.

Work Location and Conditions

- Based in Washington, D.C.
- Core hours of 9:00 am – 5:30 pm Monday – Friday; hybrid in-office, which will be a combination of onsite and remote work with occasional on-call availability.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

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Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.