



HARRIS COUNTY HOUSING AUTHORITY

SYSTEM ADMINISTRATOR

Houston, Texas | Full-Time | Information Technology

Reports to: Deputy Director

Work location: Houston, Texas

Employment type: Full-Time

Regular onsite availability required

The Opportunity

Harris County Housing Authority is seeking an experienced System Administrator to maintain, secure, and strengthen the technology environment that supports the Authority's housing programs and daily operations. This position is the senior technical escalation resource for servers, Microsoft 365, identity and access, networks, virtualization, cybersecurity controls, backups, enterprise applications, and related infrastructure.

The successful candidate will combine hands-on technical depth with disciplined documentation, responsive service, sound judgment, and effective vendor coordination. This is an operational role for someone who can diagnose complex problems, restore services, communicate risk clearly, and improve the reliability and security of a production environment.

What You Will Do

Responsibility percentages are approximate and may shift based on projects, outages, security events, and organizational priorities.

Infrastructure Administration & Operations - 25%

- Administer and troubleshoot Windows Server, Microsoft Remote Desktop Services (RDS), Active Directory, file and print services, storage, VMware vSphere, ESXi hosts, virtual machines, patching platforms, and related infrastructure.
- Monitor system health, capacity, performance, and availability; coordinate with third-party vendors for support and services and validate completed work.

Microsoft 365 & Identity Management - 20%

- Administer Microsoft 365, Entra ID/Azure Active Directory, Exchange Online, SharePoint, Teams, OneDrive, security groups, licensing, conditional access, and multifactor authentication.
- Manage role-based access, privileged accounts, service accounts, device compliance, and timely access changes in coordination with authorized stakeholders.

Network Administration & Telecommunications - 15%

- Administer switches, routers, firewalls, wireless services, VPN connectivity, internet services, network segmentation, and secure remote access directly or through approved vendors.
- Monitor and troubleshoot network availability, configurations, certificates, telecommunications services, and connectivity disruptions.

Cybersecurity, Risk Management & Compliance - 15%

- Maintain endpoint protection, email security, logging, vulnerability management, encryption, device management, patching, and other approved cybersecurity controls.
- Monitor alerts and lead technical response to malware, phishing, unauthorized access, suspected compromises, data exposure, equipment loss, and related incidents.
- Review accounts, permissions, security configurations, and vendor access; document and remediate exceptions and protect confidential and regulated information.

Backup, Disaster Recovery & Business Continuity - 10%

- Maintain and test backup, restoration, disaster-recovery, and business-continuity capabilities for critical systems and data.
- Monitor backup completion, investigate failures, conduct recovery tests, and maintain current restoration priorities and recovery documentation.

Enterprise Applications, Vendor Management & Project Administration - 10%

- Support housing, finance, human resources, procurement, document-management, and other enterprise applications and integrations.
- Coordinate upgrades, migrations, deployments, technical projects, managed-service providers, application vendors, licensing, technology assets, renewals, and contracted deliverables.

Technical Leadership, Documentation & Training - 5%

- Serve as the senior escalation point and provide technical guidance to the IT Specialist and other designated support resources.
- Maintain system diagrams, configurations, inventories, procedures, recovery documents, vendor records, standards, metrics, and knowledge materials.
- Provide user and administrator training and prepare clear reports and recommendations for management.

Required Qualifications

- Five to eight years of progressively responsible, hands-on systems-administration or infrastructure experience in a production environment.
- A college degree is not required. Relevant certifications, technical training, military technical service, apprenticeship, and demonstrated experience are accepted as equivalent preparation.
- Hands-on experience with Microsoft Remote Desktop Services (RDS), Windows Server operating systems, Active Directory, file and print services, VMware vSphere, ESXi hosts, virtual machines, Microsoft 365, identity and access, networks, security controls, backups, and endpoint-management technologies.
- Experience managing technical incidents, changes, vendors, documentation, recovery procedures, and competing operational priorities.
- Ability to independently diagnose complex problems, assess risk, restore services, document work, and explain technical impact to nontechnical stakeholders.

Required Certifications

- At least one current administrator-level certification at appointment: CompTIA Security+; Microsoft Certified: Azure Administrator Associate; Microsoft 365 Certified: Administrator Expert; Windows Server Hybrid Administrator Associate; CCNA; or an HCHA-approved equivalent.
- If two qualifying certifications are not held at appointment, obtain a second certification from a different competency area - security, Microsoft cloud/server administration, or networking - within twelve months of employment.
- Maintain required certifications in active status throughout employment. Equivalent or higher-level credentials may be accepted when approved by HCHA.

Preferred Qualifications

- Experience supporting a public housing authority, local government, nonprofit, or other regulated organization.
- Experience with Azure, Microsoft Intune, Defender, Purview, PowerShell, virtualization, firewalls, enterprise wireless, vulnerability management, security monitoring, and cloud backup platforms.
- Experience with housing-management, finance, human resources, procurement, or document-management systems and integrations.
- Additional certifications such as CompTIA Network+, CySA+, CASP+/SecurityX, Microsoft Cybersecurity Architect Expert, CCNA, ITIL 4 Foundation, or ISC2 Certified in Cybersecurity.

Work Schedule and Other Requirements

- This is a full-time position with regular onsite availability required. Remote work may be permitted only when authorized and consistent with operational needs.
- Participation in an on-call or emergency-response rotation may be required, including occasional evening, weekend, holiday, or after-hours work for outages, maintenance, deployments, and security incidents.
- The position may require travel between Authority locations and the ability to lift, carry, position, or move technology equipment weighing up to 40 pounds, with or without reasonable accommodation.
- Employment is subject to eligibility verification, reference checks, and applicable job-related background requirements. A valid driver's license and insurability may be required for HCHA business travel.

Benefits

Eligible employees may participate in HCHA benefit programs in accordance with applicable plan documents, eligibility requirements, and organizational policies.

How to Apply

Submit a current resume and all requested application materials through the posting platform. Applications should clearly demonstrate the required hands-on systems-administration experience and certifications.

Equal Employment Opportunity

Harris County Housing Authority is an Equal Opportunity Employer. HCHA provides equal employment opportunities without regard to any status protected by applicable federal, state, or local law and provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable law.