



## Job Description

<b>Job Title</b>	IT Systems Administrator		
<b>Reports to:</b>	IT Systems Manager	<b>Department:</b>	Operations
<b>Employee Type:</b>	FT-Regular	<b>Classification:</b>	Exempt
<b>Supervisory Responsibilities:</b>	Yes	<b>Number of Employees:</b>	1

<b>Position Summary:</b>	The IT Systems Administrator is responsible for assisting the IT Systems Manager with the maintenance, configuration, and reliable operation of computer systems and servers. They install hardware and software and participate in research with the IT Systems Manager and development to continuously improve and keep up with the IT business needs of their organization. System administrators also actively resolve problems and issues with computer and server systems to limit work disruptions within the company.
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### Essential Functions

#### IT Administration

- Determine what the organization needs in a network and computer system before it is set up
- Assist with managing, maintaining, and administering computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations
- Collect data to evaluate the networks or system's performance and help make the system work better and faster
- Add users to a network and assign and update security permissions on the network
- Train users on the proper use of hardware and software
- Supervise day to day responsibilities of the Help Desk Technician including completing performance evaluations and disciplinary action in conjunction with HR and IT Systems Manager.
- Participates in decision-making with IT Systems Manger about buying future hardware or software to upgrade organization's network

#### IT Development

- Coordinate software system installation and monitor equipment functioning to ensure specifications are met
- Modify existing software to correct errors, allow it to adapt to new hardware or to improve its performance
- Develop and direct software system testing and validation procedures programming and documentation

### **Other Duties**

- Solve problems when a user or an automated monitoring system informs them that a problem exists
- Diagnose, troubleshoot, and resolve hardware, software or other network and system problems, and replace defective components when necessary
- Monitor network performance to determine whether adjustments need to be made, determine where changes will be needed in the future
- Flexible schedule with On-Call availability at times
- Other duties as assigned

### **Knowledge**

- Knowledge of electronic equipment, computer hardware and software, including applications and programming
- Knowledge of set-up, maintenance, troubleshooting, repair of network servers, phone system, website
- Knowledge of identifying security risks and developing response procedures
- Knowledge of the following systems:

#### Server Knowledge:

- Windows Server: Active Directory (AD), Group Policy Objects (GPO's), WSUS, DNS, DHCP, Audity Policies, etc.
- System Center
  - VMM (Virtual Machine Manager)
  - SCCM (System Center Configuration Manager)
  - Endpoint Protection (included with Configuration Manager)
  - Data Protection Manager
- Microsoft Exchange Server (used to manager attributes for exchange online)
- Hyper-V (Virtualized Environments)
- HP Proliant Servers (Hardware)
- Office 365 with Exchange Online
- Remote Desktop and VPN (for off-site users)
- Windows Monitoring Tools
- Bitlocker
- CentOS Linux (SFTP server)
- PowerShell, CLI, SSH

#### Network Knowledge:

- Cisco IOS and SonicOS Operating Systems
- Ubiquity Wireless Access Points (WAP)
- Access Control Lists (ACL) (only limited knowledge required)
- Subnetting (VLAN's and Inter-VLAN Switching)

#### Website Knowledge:

- WordPress CMS
- cPanel and WebHost Manager (WHM)
- MySQL



- Linux CentOS (hosted on dedicated server)
- PHP, JavaScript, CSS, HTML if programming (unlikely to be needed)

#### Phone Systems

- Vonage (DeskPhones) and Five9 (Call Center)

#### **Skills and Abilities**

- Critical thinking using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Ability to determine how a system should work and how changes in conditions, operations and the environment will affect outcomes
- Monitor system performance, and the actions needed to improve or correct performance relative to the goals of the systems
- Ability to tell when something is wrong or is likely to go wrong and the ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Skilled at identifying problems, review related information to develop and evaluate options and implement solutions

#### **Experience**

- 3-5 years IT experience
- Strong verbal, written, and analytical skills and the ability to communicate and interact with peers and management
- Capable of working with minimal supervision
- Demonstrated increasing levels of responsibility and achievement throughout their professional career
- Experience in deploying and maintaining a production cloud environment
- Knowledge of core networking concepts (i.e., routing, protocols, subnets, and DNS)

#### **Education**

Bachelor's degree in computer or information science or equivalent experience required

Certification in network or computer administration through Microsoft and/or Cisco preferred

Certification from ANSI accredited program preferred

#### **Physical Requirements\***

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle, or feel objects, reach with hands and arms, and to stand, walk, bend, or lift up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust and focus.

THAW will make reasonable accommodations necessary to comply with the ADA regulations.

**Travel Requirements**

Travel for this position may be approximately 10-20%. Must have reliable transportation, valid driver's license, and insurance.

**Work Environment**

This position operates in professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.