

System Administrator

JOB SUMMARY/OBJECTIVES:

The System Administrator is responsible for installing, upgrading monitoring and administering software and hardware; conducting backup and recovery, maintaining operating systems, business applications on Linux, Microsoft Server and AS400 platforms. This position reports directly to the Director, Infrastructure & Security.

ESSENTIAL FUNCTIONS:

- Provide technical support to all departments that use our server infrastructure
- Perform routine audits of servers and software
- Analyze system logs, recognize and resolve potential issues
- Apply updates, patches and configuration changes as needed
- Analyze and resolve submitted service requests in a timely manner
- Communicate effectively, both orally and in writing, technical information to departments
- Maintenance and updating of the servers
- Identify and resolve hardware and software issues
- Ensure maximum uptime, performance and security of the servers
- Maintain and monitor user accounts and user access
- Integrate new technologies into the data center as required
- Maintain rigid security controls over the systems
- Monitor and manage security events using provided security tools.
- Creation and administration of server virtualization
- Hands on experience working on data center infrastructure
- Perform other duties as required

TECHNOLOGY USED:

- Linux/Unix
- Microsoft Servers
- VMware ESXi
- Microsoft Office Suite, including Excel & Outlook

TECHNOLOGY USED:

- Commvault
- JIRA/Redmine
- AS400
- DB2
- VisiFI applications as required
- Nagios
- Elastic search

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KNOWLEDGE, ABILITY AND SKILLS:

This position requires strong troubleshooting skills, technical knowledge, proficient communication skills and the ability to work on multiple projects.

- Knowledge of operating systems and applications
- Ability to troubleshoot complex issues with hardware and software
- Ability to understand, articulate, structure and solve issues.
- Ability to analyze issues and take action as required
- Ability to recognize and respond to security events in a rapid manner.
- Ability to communicate clearly and effectively, both orally and in writing and over the phone.
- Ability to collaborate, communicate and document requests from all departments
- Knowledge shell scripts and automation
- Maintain and implement current security protocols

COMPETENCIES:

- **Troubleshooting** -Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- **Adaptability** – Demonstrates flexibility; projects a positive demeanor regardless of changes in working environment; shows the ability to manage multiple priorities and works well under pressure.
- **Computer/Technical Skills** - Demonstrates proficient knowledge of existing technology and the ability to adapt easily to new technical skills.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Proactive** - Demonstrates the ability to predict and takes action to prevent issues; uses analytical skills and technical knowledge to anticipate needs.
- **Active Learning** - Understanding the implications of new information for both current and future problem- solving and decision-making.
- **Active Listening** - Giving full attention to what others are saying, understanding the issue(s), asking appropriate questions and not interrupting.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

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WORK ENVIRONMENT:

Work is performed in an office environment and involves everyday risks or discomforts which requires normal safety precautions.

PHYSICAL DEMANDS:

Work is essentially sedentary with occasional walking, standing, bending, carrying items under 25 pounds such as books, papers, small parts, etc.

COMPENSABLE QUALIFICATIONS:

Bachelor's Degree in Computer Science, Information Technology or related field, IT Certification preferred with one to three years of experience; or any combination of education and experience that demonstrates the above listed knowledge, skills and abilities.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.