



MBT JOB DESCRIPTION

POSITION: Systems Administrator

SUPERVISOR: Dir. of Technical Solutions

CLASSIFICATION: Exempt

Reviewed On: December 2018

POSITION SUMMARY:

Provides IT support services to company's clients, documents and coordinates technical implementation and support services.

DUTIES:

- Act as daily contact and support person for clients as assigned by the Manager.
- Communicate client requirements with Manager and other staff, Provide lead work or assistance in the implementation and documentation of these requirements.
- Research, recommend and assist in the development of customer support workflows, customer communications mechanisms, hardware and software to provide customer support.
- Support LANs, WANs, network segments, Internet, and intranet systems.
- Maintain system efficiency.
- Ensure design of system allows all components to work properly together.
- Troubleshoot problems reported by users.
- Make recommendations for future upgrades for both hardware and software.
- Maintain network and system security.
- Analyze and isolate issues.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Identify user needs.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
- Design and deploy networks.
- Perform network address assignment.
- Assign routing protocols and routing table configuration.
- Assign configuration of authentication and authorization of directory services.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
- Maintain network servers such as file servers, VPN gateways, intrusion detection systems.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches
- Troubleshoot and diagnose systems and applications problems and provide resolutions for problems.

- Recommend corrective action where needed to assure performance meets the client's requirements for continuity of service, systems response time, security, reporting and system backup and recovery.
- Network/Systems Administration Support:
 - Assists in supporting network and users
 - Provides basic troubleshooting and resolves problems; directs problems to others in the IT organization as appropriate.
 - Disable/enable network ports as needed.
 - Assist other systems administrators when needed.
- Facilitate vendor service and system upgrades with project management teams and users, as required, to ensure system availability.
- Assist with the daily operation of the network and networked applications ensuring that all systems are operating at proper levels
- Act as a member of the IT team to support services provided by the department.
- Act as a team member for all IT hardware and application needs as determined by IS team.
- On Call Support
 - Provide on-call support for information systems on a rotation determined by the manager.

REQUIREMENTS:

- Bachelor's degree in computer science or a related field preferred, or equivalent combination of education, training, and experience
- One to five years of system administration experience
- Client support experience