MedicineBow TECHNOLOGIES

MBT
JOB DESCRIPTION

POSITION: Senior Systems Administrator	**CLASSIFICATION: Exempt**
SUPERVISOR: Director of Operations	**Reviewed On: July 2018**

POSITION SUMMARY:

Provides IT support services to company's clients, documents and coordinates technical implementation and support services. Senior Systems Administrators will be expected to provide quality support for MBT's clients by performing the duties listed below. Senior Systems Administrators have a strong, hands-on responsibility for repairing daily issues and working on ongoing projects. Senior Systems Administrators assist lower level Systems Technicians with training, problem solving, use of systems administration tools, and documentation/record keeping systems. They are responsible for coordination and execution of projects as assigned by Directors. Senior Systems Administrators are distinguished from Systems Technicians by their ability to address and solve problems independently, and by their experience in working as a systems administration technician. Senior Systems Administrators may supervise Systems Technicians and may also direct the daily activities of interns.

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.
- Provides IT support services to company's clients, documents and coordinates technical implementation and support services.
- Acts as contact and support person for clients as assigned by the Director.
- Communicates client requirements with Director and other staff, aid in the implementation and documentation of these requirements.
- Maintains systems in close coordination with Directors and management staff.
- Communicates regularly with Director and other technical staff to perform job duties.
- Assists with the daily operation of the systems and networked applications ensuring that all systems are operating at proper levels.
- Acts as a member of the IT team to support services provided by the operations group.
- Works at client sites with supervision and/or daily management.
- Provide on-call support for information systems on a rotation determined by the Director, if required.
- Provide remote support via phone and other remote tools.
- Acts as a customer facing resource for MBT and will be required to act in a professional manner. This includes having a welcoming personality for end users to feel welcome to share their IT issues.
- On Call Support
  - Provide on-call support for information systems on a rotation determined by the manager.
- Other duties as assigned

REQUIREMENTS:

- Associate's or Bachelor's degree in computer science or a related field.
- Three or more years of system administration experience.
- Client support experience
- Entry level or intermediate level certification in relevant specialties
- The ability to work with users diplomatically and skillfully
- Other factors deemed relevant and appropriate to job requirements will be considered.

Preferred

- High level networking (LAN and WLAN) knowledge/experience - Cisco CCNA equivalent or higher strongly preferred
- Virtualization/storage administration knowledge/experience, VMware preferred
- Strong knowledge of Citrix environments preferred
- In-depth knowledge of security best practices
- In-depth knowledge of backup systems and best practices.

Approved By   Date

Employee   Date