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Position: Systems Administrator

Reports to: IT Manager

Job Summary

The Systems Administrator provides support for all aspects of the company including production environment. This includes implementation, configuration, coordination, control, maintenance, troubleshooting, security, usage monitoring and the development of specialized system procedures within the company.

Duties and Responsibilities

- Handle technical support calls including after hour and weekend, escalates calls to the appropriate administrator or manager
- Upgrade systems and processes as required for enhanced functionality and security issue resolution.
- Administrate infrastructure, including firewalls, databases, malware protection software and other processes.
- Monitor system performance and partner with end users and external technical support personnel to resolve network and server issues.
- Identify and resolve hardware issues.
- Modify security files for employees, assign passwords, and update employee data on all systems on the network.
- Maintain network files and applications as directed.
- Participate in troubleshooting and resolving issues to production systems.
- Evaluate new technologies as they become available.
- Backup and Restore software and procedures
- Other duties as assigned.

Knowledge, Skills and Abilities

- Ability to meet deadlines and handle multiple priorities.
- Handle multiple and concurrent tasks
- Microsoft Exchange, Active Directory & Group Policies
Network Administration, *VMWare vSphere, *Network components (Routers, switches, Firewall, Wireless etc.)
- Advanced knowledge of system vulnerabilities and security issues
- Microsoft Windows 7, 8,10 and Windows Server 2008 R2, 2012 R2
- EPICOR Prophet 21 experience a plus
- Storage Systems (Nimble, SAN, NAS)

Education and Qualifications

- IT Associates Degree or equivalent, advantage or technical certifications preferred.
- 3-5 years in computer application support.
- Application development a plus.
- Microsoft SQL Server Associate or higher degree in a related field.