



JOB DESCRIPTION

Job Title: IT Systems Administrator

Department: Information Technology

Reports to: Director of Technology

SUMMARY

The Systems Administrator II role is responsible for the planning, development, maintenance, and support of the organization's IT infrastructure. This position provides high-level support, ensuring the stability and integrity of systems, servers, and network infrastructure. Systems Administrator II will be involved in the design, installation, configuration, monitoring, and performance tuning of IT systems across various platforms. They will assist in the direction and coordination of IT projects, while also assisting with Help Desk support.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following. Other duties may be assigned as needed.

- **System Administration:**
 - Manage and maintain systems including VMware, Storage Area Networks (SAN), Citrix, and backup systems to ensure optimal performance and availability.
 - Install, configure, and support both in-house and remote hardware/software across the organization's network.
 - Perform patch management and regular updates on Windows and Linux servers.
 - Oversee server and network security, ensuring systems comply with applicable privacy and security policies.
 - Manage and monitor critical systems including email, print, backup servers, and their associated operating systems.
 - Assess, plan, and implement software/hardware upgrades.
- **Network Administration:**
 - Maintain and optimize network hardware such as routers, switches, and UPS devices.
 - Conduct research and make recommendations for network products, protocols, and standards.
 - Plan, design, and implement network changes to meet organizational needs.
 - Ensure network compliance with security standards and protocols.
 - Troubleshoot and resolve escalated network issues.
- **Technical Support:**
 - Provide expert-level IT technical support for system-related incidents, and serve as the escalation point for more complex issues.
 - Support other IT staff in troubleshooting, configurations, and system best practices.
 - Maintain detailed documentation of system configurations, network designs, and processes.
 - Actively participate in system and network incident responses, including root cause analysis and future prevention strategies.
- **Security & Compliance:**
 - Assist in maintaining and managing security event and information logging systems (SEIM), ensuring compliance with industry standards.
 - Participate in the organization's compliance audits and work on security remediation projects.
 - Assist in disaster recovery planning and testing.

- **Project Management & Leadership:**

- Lead small to mid-size IT infrastructure projects, ensuring timely delivery and effective implementation.
- Collaborate with internal teams to determine infrastructure and software needs.
- Ensure projects are aligned with the organization's goals and strategies.
- Assist in the onboarding and training of new staff, as well as termination support following organizational procedures.

QUALIFICATIONS

- Minimum of **7 years of experience** in systems administration with hands-on experience managing and supporting systems such as:
 - VMware ESX
 - Storage Area Networks (e.g., Nimble)
 - Backup systems (e.g., Commvault)
 - Citrix XenApp, Citrix Netscaler
 - Microsoft SQL Server
 - Dell and HP Servers
 - Monitoring systems (e.g., PRTG)
- **Advanced experience** with:
 - Domain administration, including GPO, DHCP, AD security and replication
 - Linux and Mac server administration
 - Windows Data Center server environments
 - WSUS patch management
 - Security information event management (SIEM) tools (e.g., Blumira)
- Strong understanding of network protocols and systems, such as DNS, SSL, and IIS.
- Experience managing user accounts, permissions, and access rights in accordance with organizational standards.
- Proven ability to lead and manage small to medium-sized IT infrastructure projects.
- Hands-on experience troubleshooting and resolving complex system and network issues.
- Strong knowledge of data privacy practices, compliance requirements, and industry security standards.
- Proven ability to conduct network and system performance monitoring and tuning.
- Ability to work effectively in a high-pressure environment, troubleshoot emergencies, and make sound decisions.

PHYSICAL REQUIREMENTS:

- Constant strong communication, sitting, and working on a computer.
- Frequent walking & standing.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing stairs.

Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)

Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)

Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)