



DATE	MARCH 2023
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Systems Administrator
DEPARTMENT/DIVISION: Information Services
REPORTS TO: Infrastructure Manager

SUMMARY: Under general supervision, works with business partners within multiple business process to align technology solutions with business strategies. Supports moderate to highly complex information technology processes. Serves as a team member and point of escalation.

ESSENTIAL JOB FUNCTIONS:

- Establishes and maintains liaison relationship with business partners and TS to provide effective technical solutions; seeks opportunities to improve and deepen relationship between IT and business partners.
- Assists in the business process redesign and documentation as needed for new technology.
- Develops user test cases and system integration testing and validates test results during testing; reviews test plans; executes test cases.
- Investigates, resolves, and escalates problems and develops recommendations for resolution; identifies need for technical assistance to help in problem resolution; may work with technical assistance to resolve problems.
- Keeps clients informed of problems, issues, and resolutions; ensures IT solutions meet client needs.
- Conducts End User Training; may Schedule and coordinates End User Training; writes well defined End User Documentation, including but not limited to solution user manuals.
- Reviews and establishes or may approve End User Training Curriculum and End User Documentation for completeness and correctness.
- Generate change requests; provides assistance in determining the need for a change request; implements changes.
- Coaches and transfers knowledge to less experienced team members.
- Conducts research on hardware and software products to provide recommendations and to support purchasing efforts; understands requirements.
- May author technical design for features and modules; may gather and verify technical requirements.
- Fields incoming issues and problem tickets and escalations from end-users to resolve systems issues.
- Records, tracks, and documents the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Maintains and enhances performance of all new and existing server technology solutions across the organization.

- Tests fixes and performs post-resolution follow-ups to ensure problems have been adequately been resolved.
- Identifies and learns appropriate solutions used and supported by the organization.
- Creates and maintains system models, specifications, diagrams, and charts to provide direction to team.
- May participate in the design, development, and delivery of server training programs and individual classes.
- May post software updates, drivers, knowledge bases, and frequently asked question resources on company intranet to assist in problem resolution.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Proven experience in the design, development, and implementation of software systems, applications, and related products.
- Proven experience with systems planning, security principles, and general software management best practices.
- Working technical knowledge of current software protocols, and internet standards.
- Extensive experience with core technologies, including virtualization (VMware, Nutanix, etc), monitoring (SolarWinds), SIEM (Splunk), mail (Exchange), and Office 365.
- Excellent software troubleshooting experience.
- Working knowledge of server and PC operating systems as well as Microsoft Active Directory.
- Competence with testing, flowchart, and data mapping tools and procedures.
- Excellent understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- General project management skills.
- Excellent written, oral, and interpersonal communication skills.
- Ability to conduct research into systems issues and products as required.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self-motivated and directed, with keen attention to detail.
- Proven analytical and creative problem-solving abilities.
- Able to prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.
- Ability to work in a team-oriented, collaborative environment.

MINIMUM QUALIFICATIONS:

- 2-3 years of progressive experience in IT operations with a focus on systems administration in a Windows server environment.
- Security+ certification or equivalent upon management approval within 6 months of employment
- Hold one or more of the following certifications (or substantially similar) or ability to obtain within 6 months of employment:
 - Microsoft Certified Solutions Associate (MCSA)

- Azure or Microsoft 365 Fundamental or Role-based Certification
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements.
- Must possess or be able to obtain and maintain a valid Texas driver's license.

PREFERENCES:

- 1-3 years' experience in designing, administering, maintaining and upgrading Windows Server operating systems and Exchange messaging environments
- 1-3 years' experience performing general administration and troubleshooting of enterprise data storage systems
- 1 year of experience in supporting and designing Active Directory
- 1 year of experience in configuring and supporting hyper-converged infrastructure environments
- Hold one or more of the following certifications (or substantially similar);
 - Microsoft Certified Solutions Associate (MCSA)
 - Microsoft Certified System Engineer (MCSE) for Windows Server
 - VMWare Certified Professional (VCP)
 - Nutanix Platform Professional (NPP)

WORKING CONDITIONS:

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.