SYSTEMS ADMINISTRATOR I, II, III
JOB DESCRIPTION

POSITION SUMMARY

Systems Administrators I, II and III are responsible for performing ongoing maintenance tasks including system back-up, file recovery, and configuring software. This position schedules, troubleshoots, provides technical support, installs, and tests system software upgrades.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

Systems Administrator I:

- Maintain and configure the operation of computer systems and servers
- Install and upgrade computer components and software
- Troubleshoot hardware and software errors by performing diagnostic testing
- Document problems and solutions appropriately
- Perform backup operations and implement appropriate processes for data protection and disaster recovery
- Oversee desktop and helpdesk support efforts, ensuring that all applications, workstations and equipment problems are resolved in a timely manner
- Perform other work-related duties as assigned

Systems Administrator II:

- Provide support of assigned systems through troubleshooting and resolving hardware/software, and connectivity problems
- Maintain assigned systems including customization, configuration, installation, and testing
- Act as a knowledge expert for assigned systems and distributed applications
- Collaborate with IT customers to ensure issues related to assigned systems are communicated appropriately
- Perform other work-related duties as assigned

Systems Administrator III:

- Install, configure, and support complex server-based systems
- Recommends and administers security and support policies
- Create complex scripts to assist with monitoring systems, diagnostics, problem correction and automating routine tasks
- Configure systems for high availability including strategies for back-up and recovery and load balancing
- Create, follow, and maintain written and verbal procedures; prepares written technical documentation, training material, standards, reports and other documents as assigned
- Prepared and reviews reports for accuracy
- Perform other work-related duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

EDUCATION:

- High School diploma or equivalent required
- Associates degree or equivalent required; computer-related field preferred
- Server hardware, operating systems, and software knowledge
- Experience with scripting languages and SQL server databases

- Ability to design, install, maintain, and document network hardware, software and operating systems
- Strong interpersonal and communication skills (verbal and written)
- Positive work attitude
- Willingness to learn
- Proficient in Microsoft Office
- Available to travel if needed
- Maintain a professional appearance and sustain the company reputation to the public
- Available to work in a flexible schedule

EXPERIENCE:

Systems Administrator I: 4-6 years of experience with IT maintenance and technical support required.
Systems Administrator II: 6+ years of experience with IT maintenance and technical support required.
Systems Administrator III: 7+ years of experience with IT maintenance and technical support required.

NOTES
- This is a home-based position which requires frequent travel by car.
- Candidates are required to possess a valid driver's license and maintain a clear driving history
- Prospective employees will complete pre-employment background screening

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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