



IT Systems Specialist

Department: Information Technology
FLSA Status: Exempt
Work Schedule: 1st shift
Positions Supervised: None

Job Status: Full Time
Reports To: Information Technology Manager
Amount of Travel Required: 5%
Revised: 02/2021

POSITION SUMMARY

Primary responsibilities include the configuration and management of server infrastructure and managed services, including ESXi vSphere server cluster. Monitor and resolve issues with Veeam onsite and offsite (cloud) backups. Manage access controls and security through Active Directory, Office 365, and group policy management. Plan and implement hardware upgrades and changes to system infrastructure. Work with vendors on hardware and OS configurations to resolve issues and ensure optimal performance of critical services and applications. Confirm antivirus protection status and monitor environment for threats.

Provide additional support to team including backup support to the Network Administrator for the LAN, WAN, Wifi, and Internet services. Lead or support IT projects related to implementing new technologies or replacing existing infrastructure or software. Assist in maintaining and testing disaster recovery procedures. Setup computers and accounts for employee use and support help desk tickets as required. Documentation of system configurations and procedures.

ESSENTIAL FUNCTIONS

- Configuration and management of computer systems, servers, and virtualization.
- Troubleshoot hardware and software errors by running diagnostics, working with vendors, and documenting problems and resolutions.
- Regularly analyze and upgrade systems as needed; recommend replacement schedules based upon hardware and software performance and useful life.
- Manage backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Maintain network security measures using access controls and antivirus software to protect data, software, and hardware.
- Configuration and management of Office 365 email accounts, applications, and data.
- Troubleshoot issues and outages, including support after hours as needed.
- Support the help desk by ensuring tickets related to server or workstation infrastructure, applications, or equipment are resolved in a timely manner.
- Ability to work well in a team environment and communicate effectively and professionally with internal staff and external partners.
- Perform additional duties as assigned.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Takes personal responsibility for the quality and timeliness of the work performed. Achieves results with little oversight.
- Communications - Ability to communicate effectively with others both orally and in writing.
- Customer Service - Ability to take care of the customers' needs while following company procedures.
- Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Reliability - Prompt and dependable. At work as scheduled. Plans ahead and communicates scheduling concerns to leadership.
- Systems Analysis - Ability to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.
- Problem solving capabilities.

SKILLS & ABILITIES

Education: Bachelor's Degree (four year college or university), however, demonstrated background and aptitude to work in an IT environment may substitute for school experience.

Experience: Three to five years of related experience supporting server hardware, software, and/or managed services.

Working knowledge of virtualization, VMWare, or equivalent is preferred.

PHYSICAL DEMANDS

The employee will be frequently required to walk and stand, and also regularly required to sit for extended periods. Must frequently lift or move up to 30 pounds for movement of boxes, files or other items, and may also include frequent bending, stooping, squatting, pushing and pulling. Use of hands and arms is necessary to reach or use various tools or objects. Specific vision abilities required by this job include close vision and ability to adjust focus. Employee is required to perform job duties in accordance with existing health and safety procedures and policies.

Employee Signature: _____

Date: _____

The Rapid has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and The Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.