



Systems Administrator

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: 10%
Revised: 02/2020

POSITION SUMMARY

Install, configure, and support the server and network infrastructure and managed services. Design and maintain virtual and physical server hardware, network infrastructure and software following industry best practices. Monitor server and network availability and perform maintenance and upgrades to infrastructure to ensure optimum reliability of IT services. Work with the Network Administrator to assist in configuring and supporting the organization's local area network (LAN), wide area network (WAN), Wi-Fi and Internet services, while also managing system backups and maintaining disaster recovery procedures. Administer security measures through network tools and access controls. Setup computers and access accounts for employee use, while supporting help desk tickets as required.

ESSENTIAL FUNCTIONS

- Configure, test, and maintain all IT infrastructure including server and network hardware, operating systems, application software, and system configurations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Regularly analyze and upgrade systems as needed and recommend replacement schedules based upon hardware and software performance limitations and useful life.
- Integrate new applications and technologies into the existing systems.
- Plan and implement network security measures using access controls, firewalls, and network segmentation to protect data, software, and hardware.
- Configure, monitor, and maintain email applications and virus protection software.
- Develop expertise on new technologies to train staff.
- Troubleshoot issues and outages, including afterhours support as needed.
- Document technical configurations, manuals, and IT policies.
- Setup computer workstations and account access for users.
- Provide end-user support and respond to ticket requests as needed.
- Manage backups and key systems aspects of disaster recovery operations.
- 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)

Experience: Three to five years of related experience supporting server hardware, software, and managed services. Experience with VMWare, networks (LAN, WAN), patch management, and system imaging preferred.

Demonstrated background and aptitude to work in an IT based networked environment may substitute for school experience.

PHYSICAL DEMANDS

Must frequently lift or move up to 30 pounds for movement of boxes, files or other items. May also include frequent bending, stooping, squatting, pushing and pulling. Regularly required to sit for extended periods. The employee is frequently required to walk and stand. 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.