



Systems Administrator

PROGRESSION OF SUPERVISORS:

IT Manager, Director of Four Star Sales & Marketing, Managing Director, Vice President, President

JOB SUMMARY:

Systems Administrators should possess strong problem-solving, analytical and communication skills, in addition to in-depth technical knowledge of Four Star systems hardware and software. In addition, Systems Administrators must use sound judgment to manage and prioritize the help desk queue; along with their workload, so that all work is completed on time.

ESSENTIAL FUNCTIONS:

- Installing operating system software, patches and upgrades
- Installing hardware, cables, connections, and consumables
- Analyzing, troubleshooting and resolving system hardware, software and networking issues
- Configuring, optimizing, fine-tuning and monitoring operating system software and servers
- Monitor backups daily, to ensure backups are occurring as scheduled
- Documenting Related Systems, Processes, and Procedures
- Utilize and maintain helpdesk software – including identifying and addressing trends, reporting on time needed to successfully close each ticket and areas in need of training for employees.
- On-site and Remote Support, including after hours
- Identifying, troubleshooting and resolving Technical Problems to the end user's satisfaction
- Performing or Administering and tracking Preventative Maintenance
- Management, Inventorying and Auditing of IT Assets
- Performing or Administering Employee Training
- Maintaining Vendor Communication
- Maintain a high degree of Confidentiality
- Attend, be prepared for and Participate in Meetings
- Accurately documents status of all assigned jobs with minimal supervision
- Provide onboarding for all new IT Support Technician's
- Assist IT Support Technician/'s as Escalation Support Resource (Tier II)
- Delegate Help Desk tickets at your discretion, using good judgment
- Assist IT Manager with, or work independently on, IT related Projects/Tasks

ESSENTIAL WORK HABITS:

- Ability to establish priorities, work independently, and accomplish objectives with minimal supervision.
- Reports to work as scheduled maintaining a level of absences that results in minimal departmental disruption and minimal unfair burden on other employees.
- Communicates effectively with supervisors and employees, resulting in positive morale and minimal conflict
- Presents a consistent level of professionalism and patience when interacting with both employees and customers.



- Works effectively as a team member
- Self-motivated and determined
- Ability to set and meet deadlines
- Maintain clean, neat, and organized work areas

ESSENTIAL SKILLS:

- Strong written and verbal communication
- Strong troubleshooting and problem solving
- Continuous job-related learning

QUALIFICATIONS:

Requirements

- Associate degree or higher diploma
- High school diploma or equivalent required
- 2 years of relevant experience or equivalent combination of education and work experience
- Valid Drivers License
- Valid Work Platform Operator Permit upon completion of provided training
- Experience with end-user support process for desktops and laptops (first-call resolution, problem tracking via help desk system, prioritizing work requests)
- Working knowledge of VMware, Windows OS, Windows Server OS, Active Directory, Terminal Services, Group Policy and/or related technologies
- Working knowledge of enterprise firewalls, switches server hardware, cabling, and data center infrastructure
- Working knowledge of SAN, specifically Dell Equilogic
- Working knowledge of WSUS
- Completion of Pre-Employment Assessment Testing

Preferences

- Bachelor's degree
- High school diploma or equivalent required
- 2 years of relevant experience
- Technical Certifications
- Working knowledge of SQL
- Working knowledge of Enterprise AV, specifically ESET
- Working knowledge of both handheld and fixed barcode scanners
- Working knowledge of Windows and Apple desktop OS
- Familiar with Microsoft Office 365 for Apple and Windows OS



- Familiar with AD, Group Policy, DHCP, and DNS
- Familiar with Azure AD, Azure AD Connect, and ADFS
- Familiar with configuring smartphones in an enterprise environment, including Exchange
- Familiar with document printer management, up to and including physical replacement, network programming, and device setup
- Familiar with label printers and label design software
- Familiar with fixed or handheld barcode scanners
- Familiar with Progress, SQL and ODBC
- Familiar with enterprise phone systems
- Prior experience setting up audio/video equipment for
- Prior experience with help desk software
- Prior experience with imaging, PXE boot or ghosting software
- Prior experience with asset management software
- Prior experience with Windows and Apple server OS
- Prior experience with wireless bridges and access points
- Prior experience with backups and backup software

PHYSICAL ASPECTS:

- Must be able to lift 50lbs
- Lifting and Moving of IT related equipment