

System Administrator Position Summary

Responds to the company's needs by providing technical support ensuring computer system stability and security, integrity of data, and efficiency of operating processes, while receiving high-level direction from senior employees. Acts as technical leader and project leader on smaller, less complex projects.

Performs a wide range of activities that include: assists with security implementation; researches, evaluates, and recommends new software and hardware; performs testing on servers, reviews testing approaches and results of junior employees; and performs analysis and writes requirements for a single system. Collaborates closely and communicates clearly with project team members; reviews questions with project leader; and builds relationships with non-Information Technology employees to understand business processes.

Essential Duties and Responsibilities

1. Provides user support and training on operating systems, networks, and applications.
 - a. Tracks users' requests and logs resolutions to problems; keeps employees updated on progress of their requests.
 - b. Interacts with support analyst and software developers to correctly identify and resolve problems.
2. Installs, tests, and troubleshoots software and hardware; automates system processes; recommends new software and hardware.
 - a. Installs, maintains, and upgrades hardware and software.
 - b. Installs and tests new servers.
 - c. Troubleshoots and resolves server problems. Brings system down, as necessary; communicates problems and estimated down time to affected users.
 - d. Automates and facilitates system processes; provides programming support for various applications.
 - e. Researches, evaluates, and recommends new software and hardware.
 - f. Performs software installations and upgrades according to established, documented, and communicated plans.
3. Evaluates new technologies for potential integration and optimal use by company.
4. Configures network services, such as network file system (NFS), Lightweight Directory Access Protocol (LDAP), and domain name system (DNS).
5. Assists with implementation of system security.
6. Integrates and maintains new and existing office equipment.

Other duties may be assigned.

Qualifications

Education and Experience

- Bachelors degree in computer science, or equivalent experience.

- 4 or more years of experience in systems administration.
- A solid understanding of Linux with a strong working knowledge of Windows operating systems, grid or cluster computing, Active Directory/LDAP, as well as other common IT services such as email.
- Familiar with fundamental networking/distributed computing environment concepts.
- Experience with most aspects of UNIX or Windows systems administration.
- Solid understanding of networking technologies.
- Experience in troubleshooting and solving problems within time constraints.
- Ability to write shell scripts helpful.
- Ability to do minimal debugging and modification of php programs helpful.

Personal Attributes

- Highly self-motivated and willing to take on challenges with evolving software
- Able to work flexible hours when needed, especially at critical deadlines
- Able to handle multiple tasks simultaneously
- Able to work within tight deadlines
- Possesses effective critical-thinking and problem-solving skills
- Possesses effective communication (listening, writing, and presentation) and time-management skills
- Possesses effective relationship-building skills, with the ability to interface and work closely with project leaders, project team members, and business users
- Able to work well independently, but with a demonstrated ability to develop good working relationships as a member of a team