The role of the Systems Administrator is to support the organization by managing, configuring, and maintaining the various responsibilities of the IT Department.

RESPONSIBILITIES:

- In conjunction with other IT staff, resolve helpdesk tickets and provide general end-user support
- Cisco network hardware configuration, deployment, and management
- Windows Server and Active Directory configuration, deployment, and management
- Windows endpoint management
- Monitoring and managing existing vulnerability and intrusion detection solution
- Office 365, Azure, and Entra ID management
- AWS management
- Various SAAS product administration
- VoIP phone system management
- VMware ESXi hosts and supporting solutions (Veeam backup, Dell/EMC SAN, etc.)
- Documenting infrastructure, infrastructure changes, and IT processes
- Effectively, professionally, and respectfully represent the Information Technology department and its services to the company.
- Assisting company engineers and technicians with configuration and troubleshooting of various solutions and systems
- Continued professional development through training and certification
- Various IT related projects
- Pulling and termination of network cabling
- Support for conference room systems
- Other duties as assigned
- **May occasionally require after-hours support**

EXPERIENCE:

5 or more years' experience managing and maintaining various IT systems; IP networks, Windows servers and Active Directory, Windows clients, cloud and SAAS administration, ticketing and configuration management.

COMMUNICATION SKILLS:

This position requires handling confidential information in an appropriate manner. Employee interactions must be handled with diplomacy and tact. Individuals must be able to gauge the employees' technical ability and communicate with them in appropriate technical or non-technical language with patience and a customer-friendly attitude.

DECISION MAKING/JUDGEMENT:

This position involves projects and/or assignments granting considerable decision-making authority regarding procedures, plans, and schedules. While there are guidelines developed for many common issues, there may be no existing guidelines for a particular task or issue. The employee will be required

to solve problems independently and determine satisfactory solutions. Ability to work independently and as well as part of a team is imperative.

OTHER SKILLS AND REQUIRED ATTRIBUTES:

- Must be able to learn and support new and rapidly changing technologies.
- Excellent interpersonal skills.
- Familiarity with a wide range of standard office hardware and software.
- Strong problem-solving skills.
- Scripting or IT automation experience
- Linux experience, specifically Red Hat Enterprise Linux (RHEL) is a plus

REQUIREMENTS:

- Must have CCNA, equivalent certification, or work experience
- High School Diploma Required
- Occasional travel to other company offices.
- Lifting and/or carrying of 15-30 lbs. or more when necessary.
- Must have a valid Florida Driver's License
- Candidates will be required to pass a pre-employment background check & drug screen

EXPERIENCE:

5 or more years' experience managing and maintaining various IT systems; IP networks, Windows servers and Active Directory, Windows clients, cloud and SAAS administration, ticketing and configuration management.