

## Job Description

### Systems Administrator

#### Position Description

Responsible for providing technical support, planning, implementation, and the highest level of technical support and recovery procedures for mission critical systems. Serves as a technical expert in the area of system administration for all operating systems in use in the center. Recommends the redesign and configuration of operating systems and system applications. Investigates and analyzes feasibility of system requirements and develops system specifications. Identifies methods, solutions, and provides leadership and management in order to provide a high level of service to the customers of the department.

#### Scope

The Systems Administrator reports to the Information Technology Manager and provides hardware and software support and maintenance. The position also provides training, consultation and recommendations about future planning and development of IT systems for administration facing Technology solutions. Providing these services in a timely, effective and efficient manner will enhance the Center's customer service standards.

#### Job Accountabilities

- Evaluate, prioritize and resolve incoming incident and problem tickets on hardware, software, Internet, mobile device, telecommunication equipment, etc.
- Provide customer and operational support, listening to customer complaints and pain points, and determining the best course of action
- Liaise with, and provide training and support to end users and staff on computer operation and other issues.
- Completes projects by coordinating resources and timetables with user departments and data center.
- Plan, organize, direct, control and evaluate the proper operations of all computer and information systems.
- Ensure that policies and procedures for the proper operation of all hardware, office automation software, and data center and communication systems are always implemented and followed.
- Maintains quality service by establishing and enforcing updated operating and security IT standards.
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Maintains effectiveness and efficiency by contributing to, delivering, and supporting strategic plans for implementing information technologies.
- Meets with managers and key users to plan and discuss system requirements, support issues, specifications, costs and timelines
- Exercise control to keep IT spend targeted and within budget.
- Develop and keep updated an inventory of all technology systems.
- Ensure that all technology systems are kept updated with necessary firmware and security patches.
- Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.

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- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
- Complete computer imaging including software & hardware authentication and pre-delivery testing
- Other duties as maybe assigned from time to time.

**Qualifications:** Must have demonstrably strong Technical skills and hands-on experience with computer and server operating systems, in particular;

- i. Managing and administering Active Directory (AD), group policy updates, AD site configuration and major version upgrades
- ii. Managing end user accounts, permissions, access rights, and storage allocations in accordance with best-practices and information security guidelines.
- iii. Managing Windows Server OS (2008 R2 to 2016), VMWare 5.x and above.
- iv. Managing NetApp, NetBackup and Symantec Anti-virus software Administration.
- v. Managing Microsoft Azure infrastructure solutions.
- vi. Familiarity with managing Microsoft SQL Server
- vii. Managing and Configuring Microsoft Windows 7 and 10, professional and Enterprise.
- viii. Proven proficiency with Microsoft Office 2010/2013/2016 software.
- ix. Microsoft Office 365 Administration.
- x. Experience configuring and managing SharePoint and OneDrive.
- xi. Familiarity with Windows deployment toolkit and remote management technologies.
- xii. Managing and configuring wireless and wired Cisco LAN technologies, routing, switching, Firewalls, VPN, VoIP and analogue telephony a plus.

**Relationships:** The Systems Administrator is responsible to the Information Technology Manager for all of the duties and responsibilities listed above and for other duties that the Vice President may assign during the duration of employment. Because of his/her involvement in matters related to their responsibilities the Systems Administrator will also be required to communicate frequently with the CIO/SVP Technology Solutions.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand and walk. The employee is required to sit for long periods of time; use hands or fingers for extended periods of time; reach with hands and arm; talk or hear. Occasional physical effort with medium to heavy objects may occur.



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**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the environment is usually moderate.

**Education:**

- Bachelor's degree in Computer Science or equivalent
- Certifications such as Microsoft Certified Professional (MCP), Microsoft Certified Solutions Expert (MCSE) and/or CCNA
- Demonstrate commitment and enthusiasm to exceed client expectations
- Conduct behavior in a professional manner, consistent with normal business practices
- Preferred Industry Experience
  - o Convention Industry
  - o Hospitality Technology
  - o Technology Sales
  - o Technology Support