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IT Systems Administrator

POSITON SUMMARY
Under the general supervision of the IT Manger, the IT Systems Administrator is the first point of contact for end-users and provides systems support across the organizations' platforms.

PRIMARY DUTIES, RESPONSIBILITIES, AND ESSENTIAL FUNCTIONS:
- Perform system monitoring, verifying the integrity and availability of all resources and respond to and troubleshooting issues as needed
- Maintains and has fluent knowledge of, and status of all internal servers and network controllers
- Provide day-to-day support for Windows and Mac users
- Provide support for integration of new software, updating operating systems, and migration projects
- Ensures staff utilizes server based storage solutions where appropriate
- Provide disaster recovery plan recommendations that ensure safety of organizations' assets
- Track and respond to tickets submitted via Spiceworks "issue management" a.k.a. trouble ticket system
- Provides support for TCP/IP networking and Cisco IOS, Cisco Meraki
- Troubleshoots and resolves complicated and mission critical user problems and requests
- Utilizing our ticket sales system (Gateway), you will troubleshoot and repair systems, including setting up new systems and peripherals
- Participate in an on-call rotation, responsibilities sometimes require working evenings

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS and ABILITIES:
- Familiarity with the Windows operating systems 7, 8, 8.1, 10
- Familiarity with the Windows server 2003, 2008, 2012,2016
- Familiarity with workstation security configuration, including local and network accounts, user permission, etc.
- Familiarity Active Directory, GPO, Fileserver share permissions
- Familiarity and/or proficiency with Galaxy Ticketing by Gateway
- Familiarity and/or proficiency with C&K Systems Counterpoint
- Ability to effectively identify end-user needs
- Carry, raise, and lower objects of up to 25 lbs.
- Ability to climb ladders and crawl in tight spaces

EDUCATION and EXPERIENCE:

- 4 years' experience in running, troubleshooting, and configuring Microsoft Windows workstation products.
- 4 years' experience in running, troubleshooting, and configuring Apple Mac OSX laptops and workstation products.
- Proficiency in using a database, SQL experience
- Proficiency in Microsoft Office 2013, 2016, Office365
- Experience providing solutions and follow-up within an established framework or policy
- Strong problem solving skills
- Effective written communication skills
- Customer service skills
- Effective interpersonal skills
- Focus and attention to tasks and responsibilities
- BA Degree preferred, or equivalent combination of education and experience

LANGUAGE SKILLS:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to speak effectively before groups and/or individuals.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand (for up to 8 hours), sit, walk, and reach with hands and arms, and talk or hear and crawl under desk spaces. The position requires walking on concrete floors and climbing stairs, standing, and intervals of time outdoors in varying environmental conditions. Must be able to lift 40 lbs.

POSITION SPECIFICS:

- This is a full-time, exempt position
- The schedule for this position if Wednesday through Sunday, 8:30am – 5:30pm*
  *Hours may shift
- Evenings and holidays may be required
- Statutory benefits included after an introductory period has been completed; and
- Compensation to commensurate with experience

To apply, submit a cover letter and resume to hr@bay.org, subject: IT Systems Administrator