

Jr. System Administrator Position

Job Summary:

Jr. System Administrator position, reporting to the Sr. Systems Engineer. Position is user facing support for our global system infrastructure. Person filling this position will assist with cloud hosting initiatives, work hand in hand with our development teams on infrastructure system and security requirements and provides support for both internal and external users and customers.

Primary Job Duties:

Operations and Support

1. Install, configure, and maintain servers, desktops, hardware, peripherals, services, settings, and storage.
2. Assist with developing strategies for setup and maintenance of cloud hosting.
3. Develop and maintain application and system installation, configuration, and standardization procedures.
4. Assist with automation of system administration and security monitoring tasks.
5. Setup, maintain, and secure user accounts and email boxes
6. Investigate and troubleshoot system, server, and network issues.
7. Review server and firewall logs.
8. Repair and recover from system failures. Coordinate and communicate with impacted stakeholders.

Desktop Support

1. Install and configure desktop and laptop computers, peripheral equipment and software.
2. Train and orient staff on use of hardware and software.
3. Recommend and perform upgrades on systems.
4. Help determine specifications for purchases.

Maintenance

1. Primary responsibility for system monitoring.
2. Perform security audits.
3. Manage backup operations and assist with disaster recovery recommendations.
4. Perform operating system patches and upgrades.
5. Perform periodic performance reporting to support capacity planning.
6. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.

Job requirements (Must Haves)

1. Bachelor's degree and a minimum of 1 year related experience or an equivalent combination of education, certifications and experience.
2. Ability to be on-call for user and system emergencies
3. Microsoft Windows Active Directory experience.
4. Microsoft Exchange and Office 365 administration experience.
5. Strong knowledge of TCP/IP networking, switching, routing and security.
6. Experience with virtualization technologies.
7. Strong troubleshooting skills.
8. Excellent professional verbal and written communication skills- will be interfacing directly with customers on a daily basis.

Job requirements (nice to have)

1. Experience with PowerShell
2. Experience working in a developer-centric IT department with an internally developed suite of applications.
3. Azure or AWS administration experience
4. Supporting our global business may require working non-standard hours on changing yet sometimes frequent basis.