Job Description

Title: Systems Administrator | Department: Systems Administration
FLSA Status: Exempt | Reports to: CEO

Job Summary

The System Administrator manages in-house computer software systems and network connections to ensure high levels of availability and security of the supported business applications. Position also participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with company goals, industry best practices, and regulatory requirements. The Systems Administrator supervises the EFS Administrator and the MIS Liaison/Backup EFS Administrator

Essential Duties and Responsibilities

- Participates in and supports capacity planning and the development of long-term strategic goals for systems and software in conjunction with end-users and department managers.
- Coordinate with network engineering, business application, and database administration functions to implement desktop and server systems that utilize industry best practices to meet corporate objectives.
- Manage all operating systems and end-user software.
- Manage communications and connection solutions, including workstation connectivity, local area networks, company Web site, intranet, and Internet applications.
- Ensure the integrity and security of enterprise data on host computers, multiple databases, and during data transfer in accordance to business needs and industry best-practices regarding privacy, security, and regulatory compliance.
- Perform network and security audits.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers, input/output fleet, and workstations. Escalate incidents as necessary.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts.
- Participate in negotiations with vendors, outsourcers, and contractors to secure software products and services.
- Develop, document, and maintain policies, procedures and associated training plans for system administration and appropriate use. Create required reports in response to business user needs.

Skills and Abilities

- Working technical knowledge of network, PC, and platform operating systems, including Microsoft IIS, Microsoft Exchange and Microsoft SQL Server
- Extensive application support experience with Windows XP and Microsoft Office 2007
- Working technical knowledge of current systems software, protocols, and standards, including [firewalls, Active Directory
- Hands-on software and hardware troubleshooting experience.
- Experience with data management.
- Experience documenting and maintaining configuration and process information.
- Knowledge of applicable data privacy practices and laws.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong interpersonal and oral communication skills.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.
- Highly self-motivated and directed.
- Keen attention to detail.

Experience and Training

- Bachelor's Degree in computer science and 2 years equivalent work experience
- MCSE Certification and/or N+ and A+ Certifications

Other Requirements

Satisfactory local and level II background screening

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Valid State of Florida Driver's License with appropriate insurance coverage

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. 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 sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an "at will" relationship.