



JOB DESCRIPTION

Job Title:	Systems Administrator
Department:	IT/Network
Reports To:	Network Operations Manager
FLSA Status:	Non-Exempt
Date Approved:	04/06/2023

General Summary

Systems Administrator develops network solutions for business customers and company departments. Provides technical support to business customers and DTC corporate assets including help desk trouble tickets and deployment of both client and server-side applications. Installs and maintains servers for physical, virtual, and cloud computing environments. Provides systems support to ensure the integrity of company operating systems and software. Facilitates operating and software system installations, configurations, patches, updates, and upgrades. Performs performance and security monitoring. Troubleshoots system-related problems and issues and works with vendors to resolve technical issues. Ensures systems are backed up and restores/rebuilds servers as needed.

Essential Job Functions

- ◆ Develops network solutions for business customers and departments. Completes projects within the scope of approved budgets.
- ◆ Performs setup, configuration, installations, upgrades and maintenance for Software applications, PC/server and LAN needs. Ensures system compatibilities.
- ◆ Develops, implements, and maintains disaster recovery plans.
- ◆ Provides technical support to business customers and DTC corporate assets to include help desk trouble tickets, and deployment of both client and server-side applications.
- ◆ Installs and maintains servers and configures settings, peripherals, services, CPU, memory and storage for physical, virtual and cloud computing environments.
- ◆ Ensures integrity of company operating systems and software by providing systems support.
- ◆ Facilitates operating and software system installations, configurations, patches, updates and upgrades. Researches system needs and specifications to determine needed system updates and upgrades.
- ◆ Performs performance and security monitoring and resolves identified issues.
- ◆ Troubleshoots system related problems and issues and works with vendors to resolve technical issues.
- ◆ Ensures systems are backed up and restores/rebuilds servers as needed.
- ◆ Generates various reports using software support tools.
- ◆ Performs other duties as assigned.*

Knowledge, Skills and Abilities

- ◆ Knowledge of Cybersecurity principles and practices.
- ◆ Knowledge of Cybersecurity tools such as MFA, Antivirus Software, Spam and Web filters, and IDS.
- ◆ Knowledge of VMware Cloud Solutions.
- ◆ Knowledge of Microsoft Azure and Cloud Solutions.
- ◆ Knowledge of Microsoft 365 products and licenses.
- ◆ Knowledge of Microsoft Exchange Server.
- ◆ Knowledge of Datacenter Operations principles and practices.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Skill in oral and written communication.
- ◆ Skill in problem-solving and resolution.
- ◆ Skill in reading and interpreting technical documents and information.
- ◆ Skill in operating various personal computer equipment and networking equipment.
- ◆ Ability to communicate with co-workers and various business contacts professionally and courteously.
- ◆ Ability to read and interpret documents such as operating and maintenance instruction manuals.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to evaluate, test, and repair sophisticated physical, virtual and cloud infrastructures.
- ◆ Ability to make sound technical decisions using the information at hand.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to train others to improve performance.
- ◆ Ability to effectively manage time and resources.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to troubleshoot technical issues with customers.
- ◆ Ability to follow oral and written instructions.
- ◆ Ability to work overtime and weekends when necessary.
- ◆ Ability to obtain and maintain a valid Tennessee driver's license.
- ◆ Ability to participate in social, civic and community affairs. Communicate and inform the public of company products and services and provide supportive facts as needed.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improve morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the company's continued progress.

Education and Experience

Associate degree in computer science or equivalent plus three to five years of related experience. Bachelors degree in information technology or equivalent preferred. VMware Certified Professional (VCP), Security+ Certification – CompTIA, Microsoft Certified: Azure Fundamentals, and Microsoft 365 Certified: Fundamentals preferred.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers, vendors, employees, and industry contacts.				X
Standing/Walking: Must be able, at times, to move about work area and walk to other departments.			X	
Climbing/Stooping/Kneeling: Must be able to install networks.			X	
Lifting/Pulling/Pushing: Must be able to lift up to 50 lbs.		X		
Fingering/Grasping/Feeling: Must be able to write, type, use phone system, and various computer equipment.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Normal working conditions with the absence of disagreeable conditions.

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.