

## Job Description

<b>Job Title: Systems Administrator</b>	
Department/Location: Infrastructure Operations	FLSA Status Exempt
Reports to: Sr. Systems Administrator	Supervises: N/A

**Summary** Responsible for installing, supporting, maintaining and troubleshooting company hardware and software, including servers, workstations and peripherals. Install, configure, set up and troubleshoot hardware and software. Provide LAN Administration for Crocker's internal users. Provide level three technical support to resolve both residential and commercial technical problems. Be courteous and helpful to customers, vendors and fellow employees; help sales, provisioning and customer support staff resolve technical issues. Perform and test backups; complete and log routine maintenance tasks. Track system utilization and resource availability to ensure continued optimal performance. Document systems. Report outages and other performance issues to supervisor and customer support. Be part of on call rotation. Technically proficient, organized, dedicated, goal and solution oriented, resourceful and a team player.

Essential Duties and Responsibilities *include the following. Other duties may be assigned.*

### Quality Assurance

- Arrive at work on time, prepared for the day's work
- Provide agreed performance and other reports
- Actively seek ways to improve system performance

### Technical support

- Provide technical assistance and support to customer support, sales and provisioning staff to resolve escalated issues
- Respond to escalated issues in a timely manner; able to understand and juggle priorities
- Keep customer support technicians and other affected Crocker employees informed of the status of system outages or maintenance.
- Respond to escalated customer issues in a timely manner
- Report, address or escalate problems of a critical nature immediately
- Maintain solid working relationships with all fellow staff and management

### Hardware & Software

- Install, set up, configure, upgrade, secure and troubleshoot hardware and software, including servers, workstations and peripherals
- Aggressively pursue preventive maintenance and other duties to achieve as close as possible to 100% system uptime
- Perform data backups and periodically test to ensure that files will properly restore
- Manage HSP/Plesk web hosting platform
- Track hardware and software utilization and performance and report any concerns to IT Manager
- Assist in assessing the need for, planning for and implementing system upgrades
- Perform and log agreed system maintenance and upgrade tasks, including migrations

### LAN/WAN Administration and workstation support

- Administer the company's communication infrastructure including email, telephony, fax and IM
- Keep an accurate inventory of all desktop devices and office peripherals
- Add, change, delete user accounts
- Under the direction of the IT Manager, maintain system and data security

### Other

- Participate in on call/pager rotation
- Help ensure space is neat, clean and well organized and that waste properly handled
- Attain and maintain agreed technical certifications (e.g., MCSA, MCSE, RHCE, etc.)
- Attend meetings and participate in training as requested

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**Initiative and Decision Making**

Interpret and execute work within agreed guidelines to achieve company and department objectives. Job requires a willingness to take on responsibilities and challenges. Work under the direction of Sr. Systems Administrator. Participate in setting work objectives, analyzing information and evaluating results to choose the best solution and solve problems.

**Impact and Scope**

Position has a major impact on products and services offered to current and potential customers and the relationships customers and the public have with the company. Smoothly running systems are essential to achieving company profitability; must be dedicated to do what's necessary to keep systems running efficiently.

**Supervisory Responsibilities**

N/A

**Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

**Education and/or Experience**

Generally requires a two- or four-year degree or an equivalent combination of education and experience; in addition, three to five years relevant experience. In depth understanding of networks, workstations, switches, routers and peripherals. Able to successfully utilize knowledge of principles and methods of selecting, configuring, setting up and troubleshooting systems. Significant demonstrated experience with some or all of the following: Windows Server, application and desktop administration, Linux (RHEL) server and application administration, Network (Cisco IOS), routing, telephony, DSL, and VoIP.

**Skills**

Capable of understanding and communicating technical concepts in laymen's and technicians' terms. Able to analyze and troubleshoot complex technical problems. Flexible, able to adapt in a quickly changing technical environment. Courteous and helpful to customers and fellow employees.

Able to read, analyze and interpret technical literature and procedures. Able to interpret a variety of instructions furnished in written or verbal form. Capable of creating reports, system documentation and procedure manuals. Able to effectively present information and respond to questions from managers, customers, employees and the general public.

Able to gather requirements and evaluate technology solutions. Capable of helping to assess technical and/or security risks and suggest mitigating actions.

Able to manage projects effectively to deliver solutions on time and budget. Work well with supervisors, peers and subordinates to achieve successful outcomes.

**Work Environment and 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, incumbent is regularly required to use sufficient visual and auditory acuity to work safely in Crocker facilities, including hearing and seeing alarms, sitting and/or walking for a complete shift (about 8 hours) and traveling efficiently. Possess a valid driver's license in good standing and/or have access to transportation between Crocker facilities. Able to communicate via email, voice and in person.

**Values**

Comfortable working in a fast-paced, family owned and operated company that values flexibility and working as a member of a team committed to providing innovative, state-of-the-art communication solutions with the highest level of customer service that exceed industry standards of excellence. Value employees and customers and treat everyone with respect.

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