

Sr. Systems Administrator

IT

Reports to: IT Manager

Under the supervision of the IT Manager, this position is responsible to maintain, upgrade and manage our software, hardware and networks. Responsible for monitoring system performance, troubleshooting issues and resolving problems quickly, ensuring a secure and efficient IT infrastructure.

Network & Computer Systems Administrator / Systems Programmer Tasks

- Establish and document standards and procedures.
- Monitor network and systems for performance, security, and other issues.
- Maintain excellent network transfer performance
- Oversee and review networking protocols
- Develop new scripts to make networking devices work in more efficient ways
- Update computer systems and make sure security software has been installed correctly and is running as it should
- Use analytical skills to identify bottlenecks in a network transfer and utilize a variety of applications to correct speed and permission issues
- Recommend, install, configure, maintain, and upgrade all computer and networking software and hardware for use in an office, department, or small company.
- Install, configure, maintain, upgrade, and troubleshoot file, email, and authentication servers, as well as Internet access and other networked services.
- Assist users with software, hardware, and connectivity issues.

Responsibilities include:

- Install and configure software and hardware
- Manage network servers, routers, switches and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Maintain and build technical documentation, manuals and IT policies
- Perform special projects and research as assigned.
- Protect information and our company with security in mind.
- Contribute to building a quality work environment by taking initiative, respecting others, and being a team player. Following the policies and procedures in the employee handbook. Using good communication by listening and sharing information to enable others to do their jobs more effectively. Use proper language and etiquette, set a good example and treat the customer with respect and appreciation.
- **RISE:** Be Responsive, Innovative, Solutions Oriented and Exceed Expectations

Qualifications/Requirements:

- Proven experience as a System Administrator, Network Administrator or similar role
- Experience with databases, networks (LAN, WAN) and patch management
- Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery

- Familiarity with various operating systems and platforms
- Resourcefulness and problem-solving aptitude
- BSc/Ba in Information Technology, Computer Science or a related discipline; professional certification (e.g. Microsoft Certified Systems Administrator (MCSA)) is a plus
 - Windows 7/10
 - Windows Server 2008-2019
 - Linux - Red Hat and Debian Based
 - Office 365 - Administration - Exchange, Sharepoint, OneDrive for Business, Teams
 - Networking w/ Wireless Networking - Meraki, HP, Cisco, Sonicwall
 - SAN/NAS - Netapp, QNAP
 - Virtualization - Hyper-V
 - SQL Server (SSIS, SSRS, SSAS, Power BI)
- Sense of ownership and pride in your performance and its impact on company's success
- Positive attitude and approach, self-motivation and professionalism
- Good time-management skills; Must be detail oriented, analytical, organized, and timely at completing projects
- Excellent listening skills
- Ability to:
 - Work independently, make decisions, and problem solve
 - Learn quickly and know where to go for answers
 - Work as part of a team
 - Communicate effectively with users of varying levels of technical expertise on paper, via email, over the phone and in person

Hours of Work:

- Full-time employment offering a competitive benefits package
- After hours and weekend availability
- Some travel may be required
- Position based in Beaver Dam WI

To apply, contact kweber@itprosusa.com.