*A picture containing food

Description automatically generated*

**Job Title:**  **System Administrator**   
**Reports To:**  **VP of Engineering**

**FLSA Status:**  **Salaried Exempt**

**Department:**  **Engineering**

**Position Highlights:**

The Systems Administrator is responsible for the day-to-day systems support for all employees and customers. Daily duties include but are not limited to maintaining, analyzing, troubleshooting and repairing IT systems hardware and software.

**What your day will look like:**

* Provides technical assistance to end users at all company sites
* Acts as primary level 1 tiered support within the helpdesk system providing support and technical issues resolution to all end users
* Works within a structured, documented helpdesk system in a Windows Active Directory infrastructure
* Installs software (operating systems, custom software, office productivity software) according to company standards and procedures
* Completes configuration, setup and support of laptops, desktops, tablets, smart phones, IP phones, printers, scanners and copiers. Includes restoration of devices impacted by virus and spyware intrusion
* Images and deploys end-users computer systems
* Upgrades hardware and desktop software and performs maintenance when scheduled or necessary
* Administers and maintains end user accounts, permissions and access rights
* Supports Microsoft Office applications (i.e. Word, Outlook, Excel, PowerPoint and O365)
* Conducts maintenance of Windows and Mac OS systems
* Assists with documenting and inventorying network devices, all technical assets and hardware and software configurations
* Ensures connectivity to all endpoints on the company network
* Installs and troubleshoots network cabling
* Assists in IP Phone/Switch support
* Sets up and supports remote users VPN network connections (Wired & Wireless)
* Is responsible for RAID Management and Repair
* Is responsible for NAS Setup and Implementation
* Is able to readily research random problems and come up with solutions

**What you bring to the table:**

* Strong work ethic
* Self-starter and capable of working unsupervised
* Detail oriented
* Team player able to work well with others
* Professional in appearance and manner
* Experience with Customer Service
* Work well under pressure and can handle changing priorities and demands
* Ability to multi-task with strong communication skills and problem-solving skills
* Ability to relate with different level end-users
* Strong computer skills within a medium to large business environment
* Strong Microsoft O365 skills
* Knowledge of Windows/Server 2012-19, Windows 10 Pro, Active Directory and protocols such as DHCP, DNS, TCP/IP, FTP, HTTP
* VMware knowledge
* nights/weekends and holidays as demands of the business and position may require

**Education and Experience**

High School diploma required

At least one year of helpdesk experience

At least two years in an IT Tech Support position

IT trainings preferred

**Licenses and Certifications**

A+ certification

Network+ certification preferred

Microsoft Windows certification(s) preferred

LAN/WAN-related certification preferred

Possess a valid driver’s license

Must be insurable in order to drive company vehicles

**Physical Demands/Working Conditions**

Standing, Walking, Sitting, use of hands to fingers, handle or feel, reach with hands and

arms, climb or balance, stoop, kneel, crouch or crawl, speak or hear, taste and smell

Climbing ladders and running data cables

Crawling under desks to connect IT related devices

Ability to lift 50 pounds or more

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.