



System Administrator

Job Description

The **System Administrator** will provide helpdesk support for all ISS employees and work as a team member to maintain, upgrade, manage, and secure our software, hardware, and networks. This position will assist in the design, implementation, and maintenance of systems to support the development, testing, and support of ISS solutions as well as providing systems and tools to support Business Administration and Business Development. Some customer interaction may be required to assist ISS Product Support with customer issues related to ISS software installation and/or implementation.

Essential Functions

- Monitor and prioritize service requests.
- Provide technical support for user reported issues.
- Notify users of outages and scheduled downtime.
- Create and maintain base articles
- Install, maintain, and support workstations and servers.
- Deploy workstations and servers using company images.
- Mount and move rack-mount servers.
- Manage equipment identification and inventory.
- Deploy software using automated deployment tools.
- Manage backups and monitor logs.
- Create and install CAT cables as necessary.
- Assist in all other network, hardware, software, or security related activities.

Competencies

- Advanced network and Microsoft Windows operating systems administration experience
- Advanced problem-solving abilities
- Cooperative attitude
- Effective written and verbal communication skills
- Exceptional organizational and time management skills
- Ability to handle multiple projects effectively

Experience with some or all of the following technologies:

- Microsoft Office
- Microsoft SharePoint
- Microsoft Dynamics CRM
- Microsoft Exchange
- Microsoft SQL Server
- Microsoft Active Directory/Group Policy

ISS Contract Administrator

- VMware products and virtualization
- Network communication
- Linux operating systems is a plus
- PowerShell, VBScript, or JavaScript is a plus

Required Education and Experience

Associate degree in a technical or computer-related field

Preferred Qualifications

- Cumulative GPA greater than or equal to 3.5
- Demonstrated knowledge/coursework/experience:
 - Microsoft and Linux operating systems administration
 - Virtualization concepts and VMware products
 - Network design and installation
 - Automation and scripting of administrative functions

Additional Requirement

Although this position is largely sedentary, it may require lifting and moving heavy computer equipment.