



SYSTEMS ADMINISTRATOR JOB DESCRIPTION

JOB TITLE:	Systems Administrator
MANAGED BY:	Operations Manager
PAY LEVEL:	2
RANGE:	\$18.00 - \$25.00
STATUS:	<u>Full Time</u> – Weekly Pay

POSITION SUMMARY

A dynamic position, a Systems Administrator provides comprehensive full-spectrum IT design and support services both in support of company communications and systems infrastructure, as well as the infrastructure of our clients. An Eclipse Communications Systems Administrator converges multiple IT roles in a position of professionalism exemplified, demonstrating the applied knowledge and width of experience needed to administrate company infrastructure while developing fully-customized client infrastructure unique to Eclipse Communications in Northern Michigan.

GENERAL DESCRIPTION

The Systems Administrator provides planning, design, installation, configuration, administration and maintenance of systems and network infrastructure, both internally and externally in support of our client's infrastructure. The Systems Administrator works directly with Engineering in the development and evolution of such systems, as well as the provisioning, deployment and administration of Managed IT Services.

Demonstrating practical knowledge and experience in IT systems management, the Systems Administrator renders technical support services to our clients, maintains an active helpdesk environment, monitors and controls all management systems, and actively documents activities involving telemetry from all related systems.

A position of pure excellence achieved through a practical understanding of mutual synergies and philosophies intrinsic to the Information Technology industry at-large.

BASIC EMPLOYMENT REQUIREMENTS

A candidate fulfills the following basic requirements:

- Associates Degree in a computer science related discipline.
- Demonstrable IT support experience.
- Valid Driver's License insurable under company's auto insurance policy.

- Ability to self-direct and work independently

PREFERRED EMPLOYMENT QUALIFICATIONS

A preferred candidate offers one or more (in addition to basic requirements):

- A Bachelor's Degree in a Computer Science related discipline **and** six (6) or more years demonstrable experience in Information Technology
- Employment history includes experience as a systems or network administrator.
- Experience with Microsoft and Linux operating systems, virtualization.
- Experience installing servers, network equipment and various appliances.
- Experience in IT consulting or Managed IT Services – provisioning, service level standardization.
- Experience in IT policy-work, security policies, data backup and disaster recovery, mitigation.
- Experience in IT security design, deployment and compliance.
- Experience in on-campus fiber installation & fusion splicing.
- Project experience.
- Sales experience.

DUTIES AND RESPONSIBILITIES

1. Plan, design, install, configure, administrate, document, and maintain company systems and network infrastructure.
2. Plan, design, install, configure, administrate, document, and maintain client systems and network infrastructure in consumer, commercial, industrial and enterprise environments.
3. Provision and maintain Managed IT Service plans.
4. Research and develop systems and network infrastructure solutions both internally and externally.
5. Seek progression and evolution of all consulting and Managed IT services.
6. Expand company service portfolio, seek opportunities for expansion.
7. Provides IT consulting services including system/network services, analysis and support.
8. Provides onsite/remote customer support and technical support.
9. Provides on-call support on assigned days.
10. Provides proactive technical support services.
11. All other duties as assigned.

OTHER SKILLS AND ABILITIES

During the course of employment, the employee will consistently utilize and demonstrate strong verbal and electronic communication skills, strong organizational and project management skills, strong interpersonal and teamwork skills, a heightened attention to detail and accuracy, refined professional discipline, the ability to work independently as well as cooperatively with internal or external individuals, and a commitment to confidentiality. Must be able to multi-task and handle stressful workloads. Must be able to adhere to physical, IT, HIPPA, and legal security principles while demonstrating the highest degree of professionalism at all times.

PHYSICAL DEMANDS

Standing/sitting for long periods of time, frequent walking, reaching, bending, kneeling, or stretching is to be expected. An employee will need normal, or corrected to normal range of sight and hearing, and will carry work related materials and equipment up to seventy-five (75) pounds. The nature of the work also involves manual dexterity to operate power tools, diagnostic equipment and hand tools.

WORKING ENVIRONMENT

The working environment includes indoor, outdoor and office environments in residential, commercial, industrial and enterprise settings. The employee's work schedule may periodically need to be flexible and adjusted according to business needs. The employee must be able to effectively handle stressful and compromising situations while remaining focused and professional, as well as be able to deal with difficult

people without losing perspective. Occasional overnight schedules or local travel will be mandatory to participate in time-sensitive or complex projects.

DISCLAIMER AND CONDITIONS OF EMPLOYMENT

The above statements are intended to describe the nature and level of work being performed by people assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills.

Conditions of employment with Eclipse Communications includes: signing a perpetual NDA (Non-Disclosure Agreement), signing all employee agreements including behavioral standards, passing a background check, successfully completing a 90-day introductory period, possessing a valid Driver’s License throughout employment, and being insurable under the company’s auto policy and business insurance policies throughout duration of employment.

Employee Acknowledgement and Acceptance: _____
Employee Name and Date