

Systems Administrator

Title: Systems Administrator
Department: Information Technology
Reports to: Chief Technology Officer

Basic Function

The Systems Administrator role is responsible for managing and maintaining the bank's network, data centers, physical and virtual hardware and software, cloud systems, storage and backup appliances. The Systems Administrator will provide end user support and training for more advanced technical needs. At the direction of the Chief Technology Officer, the Systems Administrator will work on projects and tasks to support enterprise initiatives.

Responsibilities for System Administrator

- Maintain essential IT operations including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, hardware, servers, and virtualization. Nurture a dependable IT infrastructure and network that's reliable and resilient.
- Maintain internal infrastructure health and security including laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, and security updates.
- Manage user/group administration, security permissions, group policies, print services, research log warnings and errors, monitor resources, and ensure the system architecture components work together.
- Support internet, LANs, WANs, data circuits and related vendors.
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.
- Maintain current updates, patching, and anti-virus definitions for all bank equipment.
- Assist with inventory management of hardware, software, licenses, and IT supplies.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.

- Perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Assist with desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
- Responsible for capacity, storage planning, and database performance.
- Perform off hours support as needed and other duties as assigned.

Qualifications for System Administrator

- Associate or Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required.
- 3-5 years of network administration, or system administration experience.
- System administration and IT certifications in Microsoft, or other network related fields are a plus.
- Working knowledge of virtualization, VMWare, or equivalent.
- Strong knowledge of systems and networking software, hardware, and networking protocols.
- Experience with scripting and automation tools.
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols.

Physical Demands

- Sitting required with occasional standing, waling, and the ability to climb a ladder.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Drive between offices.
- Lifting and transporting moderately heavy objects such as computers and peripherals that may exceed 50 pounds.

Other Duties

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

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