

CLASS TITLE: System Administrator

CLASS FUNCTION:

Ensure the stable operation of the cooperative systems. This includes maintaining, upgrading, and managing our software, hardware, and networks. This person will also assist with help desk type functions including analyzing and resolving end user hardware and software issues.

REPORTING RELATIONSHIPS:

- Reports to: Technology Director

EXAMPLES OF DUTIES: (illustrative, not inclusive)

- Manage servers, including email, print, domain controllers and backup servers;
- Manage security solutions, including firewall, anti-virus, and intrusion detection systems;
- Work with outside vendors to manage all network hardware and equipment, including routers, switches, and UPSs;
- Installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices;
- Administers and troubleshoots the Mitel IP phone system servers;
- Install and troubleshoot OS and Application software on PCs and servers and instructs on proper use, if needed;
- Software Maintenance to be performed on PC's and Servers including Service Packs, and Critical Updates;
- Performs network, PC, peripheral, and software troubleshooting in accordance with established operating procedures;
- Monitor and ensure network connectivity of all devices;
- Administer and maintain end user accounts, permissions, and access rights;
- Backup System Management;

- Recommend, schedule, and perform network improvements, upgrades, and repairs;
- Support Help Desk/Network Assistant;
- Follows Cooperative's guideline and TSC Committee recommendations to ensure the security of the network;
- Contributes to departments and Cooperative performance by completing other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of the operation of computer hardware;
- Working technical knowledge of Windows Server software;
- Application support experience;
- Knowledge of and skill in the operation of PC and ability to troubleshoot problems;
- Good verbal and written communication skills;
- Knowledge of applicable data privacy practices and laws;
- Ability to meet established deadlines and maintain priorities;
- Ability to maintain effective working relationships with users and other ACEC employees.

EXTERNAL RELATIONSHIPS:

- Dealer and Vendors Representatives
- Consultants

MINIMUM QUALIFICATIONS:

- Associates Degree in computer networking/security or 5 years equivalent work experience;
- Knowledge of Microsoft Windows Server Software;
- Knowledge of VMWare;
- Valid Wisconsin Driver's License.

DESIREABLE QUALIFICATIONS:

Bachelor's Degree in a computer science related field

Microsoft SQL experience;

Knowledge of Cisco networking equipment.

PHYSICAL QUALIFICATIONS:

Works in a climate controlled office environment with some physical exertion. Frequently lift materials weighing 50 pounds. This includes PC, monitors and boxes of paper. Works in a moderately noisy environment around machinery with exposed moving parts. Frequent kneeling and bending. Interacts with equipment repair persons and ACEC employees via verbal and written communications.

May be required to work weekends, nights or holidays in the event of workload or system emergency, performing whatever work is necessary.

2/2018