

# Systems Administrator II - JOB DESCRIPTION

## Summary/Objective

We are currently looking for a Systems Administrator II to join our team. The successful candidate must have a solid understanding and hands-on experience managing and supporting computer software, hardware and networks. This position is responsible for the overall monitoring, planning, organizing, and execution of system updates and deployments. The Systems Administrator II is responsible for overseeing the organizations network environment, servers and end user devices. This includes supporting and maintaining existing applications and newly implemented solutions. Provide regular updates and reports on system status to aid management in making decisions on current and future requirements.

## Essential Functions

- Serves as a member of the project team for new initiatives.
- Use remote tools monitor LAN, WAN and server status and ensure systems are updated and patched.
- Receives and responds to support requests from end users within SLA timelines.
- Provides deskside support to end users when needed/requested.
- Proactively provides and recommends technical solutions for upgrades and anticipated maintenance.
- Perform moves/adds/change/deletes (MACD) for IT systems to include computers, printers and phones.
- Maintains and manages antivirus software and proactively respond to events.
- Ensures the consistency and maintainability in support of existing hardware and software by maintaining standards/procedures.
- Participates and leads the evaluation of all hardware and software being considered for purchase.
- Manages implementation and execution of new/upgraded information systems.
- Ensures users/customers are provided professional, courteous, and timely support and service.
- Stays abreast of trends and policy changes to ensure effectiveness and compliance.
- Maintains records of IT assets and acquisition of new assets.
- Directs the design, development, and maintenance of systems, programs, and software to ensure it meets the organizations information needs.
- Supports IT policies, standards, practices and security measures to ensure effective and consistent information processing operations and to safeguard information resources.
- Maintains knowledge in the area of IT systems and provide recommendations into how to incorporate into the organization.
- Complete other duties as assigned.

## Requirements

- 3 - 5 years
  - Experience working as a Systems Administrator

- Experience managing Servers (Active Directory, DNS, DHCP, DFS, Hyper-V, Print Servers, Domain Controllers, Remote Desktop and Group Policy)
- Experience supporting and troubleshooting LAN and WAN connections
- Experience managing Office 365 instances.
- Experience monitoring and managing firewalls.
- Experience providing end user support remotely using GoToAssist, TeamViewer or similar tools
- Working with vendors and remote teams to solve complex problems
- Demonstrated ability to deliver excellent customer service.
- Local travel to office location to provide break-fix support, hardware installation and status checks.
- Able to work independently and with a team of external technicians.
- Bachelor's degree in technology, engineering or related field
- Industry certifications – CompTIA, MCSA and/or MCSE (Nice to have CCNA)

**Work Location**

Combination of remote and onsite. Travel to offices throughout the state required.

**Salary**

Based on experience

If interested, send your resume to [info@LNKETECH.com](mailto:info@LNKETECH.com)