

Systems Administrator

Reports to: IT Manager

Supervises: n/a

Overtime Pay Status: Non - Exempt

Primary Duty:

Improve Company information systems and processes. Install, modify, and repair personal computers (PCs) and server hardware and software systems, and provide technical assistance and training to end users.

Essential

Job Functions:

- WAN/LAN Configuration and Support;
- Database administration / SQL / Access;
- Create process flows for business processes;
- Inspect personal computer equipment and prepare computer for delivery;
- Install or assist in installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives, on user's premises;
- Load specified software packages, such as operating systems, word processing, or spreadsheet programs, into computer;
- Enter diagnostic commands and observe system functions to verify correct system operation;
- Respond to client inquiries concerning systems operation and diagnose system hardware, software, and operator problems;
- Instruct users in use of equipment, software, and manuals;
- Recommend or perform minor remedial actions to correct problems;
- Coordinate activities with other members of the IT group as appropriate;
- Provide updates, status, and completion information to manager, other team members, problem request tracking system, and/or users via voice mail, email, or in-person communication;
- Maintain IT inventory, lab organization, and software library system;
- Refer major hardware problems to appropriate team members for correction.

Collateral Duties

- Perform other tasks and special projects as needed.

Requirements:

- Bachelor's Degree, preferably in Computer Information Systems or Business Administration Management Information Systems;
- 2 years of related experience;
- Strong team player;
- Should possess strong technical understanding and willingness to learn and share information;
- Strong technical knowledge of networking and database administration;
- **Nice to have:** manufacturing software experience; order processing systems; VOIP; Cloud based CRM (Sugar, Salesforce, etc.); Enterprise Resource Planning Systems (MS Dynamics GP); MS Active Directory; MS Server Software (Server 2003 +); MS Windows (7 +); Email Software (Gmail); project management software; MS Office 2003 +, VMware, Access (VBA) Programming, ASP.Net;
- Strong sense of ethics, treating people with respect; keeping commitments; inspiring the trust of others; working with integrity and ethically; upholding organizational values;
- Good communication and customer service skills.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands-to-finger, handle, or feel, reach with hands and arms, sit, talk, and hear. The employee is frequently required to stand and walk. The employee is occasionally required to balance and stoop, kneel, crouch. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential job function assigned satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.