



Job Title: IT System Administrator

Reports To: Chief Information Officer

FSLA Status: Full-time, Exempt

Summary

The objective of the IT Systems Administrator is to assist in the administration, performance, security and maintenance of the Bank's network, servers, and workstations. The IT Systems Administrator supports users on software applications and platforms, troubleshoots hardware/software issues, and provides remediation. As a key point of contact for users to the IT department, this position is extremely customer service focused.

Essential Duties & Responsibilities

- Maintain the Bank's technology infrastructure and architecture
 - Ensure proper controls are in place to provide security to the Bank's network and internal systems
 - Recommend necessary changes and enhancements to hardware or software
 - Oversee Patch Management processes
 - UPS Testing including WAN failover testing
 - Daily monitoring and remediation of A/V, SIEM, and patch management reports
 - Make regular site visits for preventative maintenance
 - Make site visits for equipment repair as necessary
- Plans, communicates and documents all work; especially changes to production equipment. Helps ensure processes and systems lend themselves to easy documentation, control, reliability, and recoverability.
- Manage Group Policy Objects
- Assist in managing the performance, availability, and security of the VLAN/LAN/WAN environment. Assist with installation of new VLANs/LANs as needed.
- Assist in managing the performance, availability, and security of the VMWare and Windows Server environment. Assist with installation of servers as needed.
- Participate in the development and testing of the Bank's Disaster Recovery and Business Continuity plans
 - Daily monitoring of backups
- Create and maintain technology related procedures
- Provide first-line help desk support for Bank users
 - Diagnose and resolve hardware and software issues
 - Respond promptly to requests for technical assistance via phone, email, or in person
 - Perform password resets for network and other Bank applications
 - Prioritize and manage many open cases simultaneously
 - Research questions using available information resources
 - Escalate issues to outside support as necessary
- Assist in deployment of new software releases and systems upgrades
- Modify user accounts based on request forms received
 - Active Directory and email
 - Bank applications
 - Maintains NTFS and share level permissions

- Maintain/Modify PBX
- Track all problems and issues using Task Management system
 - Detail actions taken, including resolutions
- Repair or replace hardware, software and computer peripherals
 - Setup new equipment according to build lists
 - Maintain workstation images
 - Assess and make recommendations for replacement equipment
- Maintain equipment and software inventories
- Assist in maintaining control over software licensing
- Assist with maintenance of the Bank website
- Follow up with users to ensure issues have been satisfactorily resolved
- Perform End-of-Day processing of Bank systems
 - Complete EOD Checklists
 - Communicate to support when issues occur
- Ensure the security of the infrastructure
 - Monitor all system security logs
 - Manage the AlienVault USM
- Stay current with system information, changes and updates
- Adhere to all Bank policies, procedures, and Federal and State regulations
- Exhibit professionalism in personal appearance and attitude
- Perform other duties as assigned by the CIO

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to establish productive business relationships with others, both inside and outside the organization.
- Ability to work with little direct supervision in carrying out the tasks and responsibilities assigned.
- Knowledge of and ability to troubleshoot issues with Microsoft products, including Windows Server and PC operating systems, Office applications, Internet Explorer, and others.
- Knowledge of and ability to troubleshoot issues with equipment such as computers, servers, copiers, printers, etc.
- Excellent written and oral communication skills.
- Strong attention to detail.
- Ability to handle sensitive documents or other confidential information.
- Ability to work well under pressure and meet deadlines.
- Ability to communicate and work well with all levels of employees, officers, directors, and service providers.
- Must be a licensed driver with ability to regularly travel to Bank branch locations.
- Thorough understanding of Federal and State agency security requirements.
- Thorough understanding of Bank policies and procedures.

Required Education and/or Experience

- Bachelor's Degree or comparable experience with continuing education in the Information Technology field
- Professional IT Certifications such as: Microsoft MCP, MCSA, MCSE, VMWare, Cisco CCNA
- At least 2 years' experience in technology support or related field.
- Experience with LAN/WAN equipment.

- Understanding of Active Directory, DNS, DHCP.
- Understanding of security solutions including NAC, A/V, SIEM, and patch management.
- Thorough understanding of network monitoring/troubleshooting tools.
- Working knowledge of SQL, web-based products, intranets, the Internet and proxy servers.
- Demonstrable knowledge of industry standard technology equipment and applications.
- Familiarity with cloud services preferred.

Physical Demands

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

- Ability to sit for long periods.
- Ability to stand, bend, and lift up to 50 pounds.
- Operation of standard business equipment such as fax, computer, printer, copier, etc.
- Ability to look at a computer screen for long periods of time.
- Ability to regularly travel to other locations.
- Must be able to work on flexible schedule that at times may include late working hours or weekend hours.

Work Environment

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. This is a professional business office environment in which all dealings are confidential. Occasional travel to seminars and various training courses may be required.

Note: *This document and the statements contained within it are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the employee.*