JOB DESCRIPTION

| **TITLE** | IT SYSTEMS ADMIN |
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| **Reports To** | [ INSERT NAME, TITLE] |

**Job Purpose**

The IT Systems Admin oversees company intranets and computer systems' upkeep and security. They repair hardware, software and networking issues and ensure optimal performance and security.

Their roles include installing antivirus or malware protection software, responding to employee issues or producing papers to help staff use computer systems, and cooperating with company leadership to determine new technologies that could improve computer systems.

The ideal IT Systems Admin must be able to address problems utilizing their knowledge of IT and computing. The incumbent must be a team player who handles support inquiries professionally.

**Duties and Responsibilities**

Overall Responsibilities:

* Maintaining computer systems, network servers, and virtualization.
* Upgrading computer hardware and software, managing virtual servers, and automating procedures.
* Running diagnostics, documenting problems and remedies, prioritizing concerns, and assessing impact.
* Providing IT employees with documentation and technical specifications for new or upgraded IT infrastructure.
* Performing or delegating frequent backups and executing data protection, disaster recovery, and failover protocols.
* Overseeing desktop and helpdesk support, ensuring all desktop programs, workstations, and related equipment problems are fixed quickly.
* Additional related duties as assigned.

**Qualifications**

* X years of experience in IT.
* Bachelor’s degree in technology or computer science.
* Working knowledge of programming languages [INSERT SPECIFIC LANGUAGE IF ANY] and operating systems.
* Experience in project management, application design and integration, and cloud computing.
* Knowledge of current equipment and technologies, system performance-monitoring tools, enterprise backup and recovery procedures, active directories, virtualization, HTTP traffic, content delivery, and caching.

**Core Competencies**

* Able to identify, analyze, and resolve technical problems
* Advisory skills to provide authoritative and persuasive technical advice
* Interpersonal skills to maintain effective internal and external stakeholder relations
* Communication skills to prepare and present complex technical information and recommendations to non-technical audiences
* Collaboration skills to lead internal and external discussions on strategy and service
* Ability to plan and prioritize work to meet deadlines, goals, and objectives
* Ability to learn new concepts quickly and effectively adapt to change
* Continually seeking new knowledge and skills

**Working Conditions**

* Overtime and hours outside of typical working schedule may be required
* Some travel may be required
* Position requires some bending/crouching to repair systems
* Prolonged exposure to computer screens and consistent keyboard use