

## **System Administrator**

### **PURPOSE:**

To maintain and troubleshoot all systems on the LAN/WAN and assess the suitability of information systems in terms of their intended outcomes and liaise with end users, software vendors and programmers in order to achieve outcomes.

### **NATURE OF WORK:**

1. Manage servers, including email, storage, print, SQL, application and backup servers and their associated operating systems and software.
2. Perform network servers and data storage design and capacity planning.
3. Ensure timely approval and release of all Microsoft software updates.
4. Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.
5. Research emerging technologies to decide if installing them can increase the organization's efficiency and effectiveness
6. Develop, implement, and maintain policies, procedures, and associated training plans for server resource administration, appropriate use, and disaster recovery.
7. Practice network asset management, including maintenance of server component inventory and related documentation and technical specifications information.
8. Assist Desktop Support with installation and troubleshoots laptops, desktops, software and /or networks (wireless, printing, switches, etc.)
9. Determines source of computer problems (hardware, software, user access, etc.) and makes necessary corrections and adjustments
10. Work with staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes
11. Communicates ongoing and repetitive problems and/or equipment issues to Sr. Systems Administrator
12. Supports staff with appropriate corrective and/or instructive action to ensure computing needs are met.
13. Create and maintains Servers, Network infrastructure, Databases, and Websites.
14. Defines work related to the development, modification, testing, and installation of Access and/or SQL Server database.
15. Assist with the development of the technical architecture for database and website including hardware, software, scripting, and user interface design recommendation to Sr. Systems Administrator
16. Recommend and implements systems and procedures for the collection, compilation, and reporting of data.
17. Manage several projects including upgrading network devices, VMware host server upgrade, Data Center/Colocation Upgrade and Rearrangement, and etc to enhance/increase/collaborate performances and systems to provide better services to staff
18. Implement, administer and maintain backup and disaster recovery systems to meet the company's Disaster Recovery and Business Continuity of Operations (COOP) strategies, including the WRC Irvine DR colocation operation with the system backup procedures, and disaster and other recovery processes

### **Training & Reporting:**

- Provide training to staff on network access (local & remote), data security & back-up
- Provide training to staff on WRC IT Policies & Procedures i.e. user management of e-mail and file storage
- Assist with training on MS Office applications for e-mail, public folders storage and remote access, etc.
- Report user, application & operational concerns and/or risks to supervisor and management as appropriate
- Train back-up operator(s) for LAN maintenance, back-up & user support
- Consistently follow WRC Asset Management Procedure for accurate inventory tracking

### **Management Support and RC Representation:**

- Actively participate as a contributing member of the WRC IT
- Provide supervisor and management teams summary updates and recommendations from member workgroups
- Maintain accurate documentation and graphic representation of network architecture

### **Other Duties/Task:**

- Backup of Desktop support
- Backup of Sr. Systems Administrator
- Prep and record and changes in IT at least once a month
- Ensure all the documentations are up to date
- New technologies with future projects can be added to job duties
- May work in irregular hours with last minute notice
- May drive and work at Irvine colocation

### **Job Specifications (Knowledge, Skills and Abilities):**

- Bachelor's degree in Computer Science preferred, or related field certifications and experiences
- 3 years relevant and recent work experience as a Systems and Network Administrator
- Advanced level knowledge in MS 365, Office 2013, 2016, Windows 7, Windows 10, Windows Servers, Linux platform, and Exchange 2016.
- Advanced level of understanding in Cisco switching, VLAN, OSPF, VPN, and Routing protocols.
- Working knowledge TCP/IP, DNS, DHCP, etc.
- Strong Knowledge in VMWare and XEN Desktop.
- Knowledge in Intune and MDM deployment
- Proficiency in building and maintaining SharePoint and Web Application.
- Knowledge of network security to assess vulnerabilities and implement data safeguards
- The ability to manage multiple concurrent projects, reason analytically, and work with people possessing differing levels of technical knowledge is required.
- The ability to solve complex procedural and/or software problems by using logic, creativity, technology, and interpersonal skills is required.