

## JOB DESCRIPTION

**POSITION:** JUNIOR SYSTEMS ADMINISTRATOR  
**REPORTS TO:** NETWORK OPERATIONS MANAGER  
**CLASSIFICATION:** EXEMPT  
**REVISION DATE:** NOVEMBER 2021

### POSITION DESCRIPTION

Under the direction of the Network Operations Manager the Junior Systems Administrator is primarily responsible for maintaining and supporting IT cloud and physical infrastructure, updating hardware and software packages, revising documentation, installing computer and network systems, removing malware and other security threats, monitoring backup systems, and preventing data loss. In addition, the Junior Systems Administrator maintains the flow of day-to-day IT operations and additional duties as assigned.

### ESSENTIAL DUTIES/RESPONSIBILITIES

- Administration of Windows Servers (physical and virtual), Firewalls, Cloud phone system, Active Directory, WSUS, patch management of operating systems and 3rd party software.
- Monitor network to ensure network security and availability to all system users and perform necessary maintenance to support network availability including LAN/WAN/VPN connections.
- Maintain and test disaster recovery systems for server infrastructure as well as mobile workstations and escalate any incidents or failures.
- Monitor anti-virus and malware detection, analysis, and remediation. This includes installation, configuration, and support for anti-virus software.
- Perform administrative tasks using PowerShell Scripting to an Active Directory environment as required.
- Manages & maintains the daily ticket queue by responding to customer inquiries and requests and assigning tickets to the appropriate department.
- Provide escalation support to the IT/Application Support Technician positions as needed: phone/email/remote-assist user requests, providing technical advice, performing problem analysis/detection/resolution.
- Apply structured trouble-shooting techniques, technical skills, and defined procedures to mitigate or resolve issues or discrepancies in supported systems.
- Operate as a liaison between end users, managers, IT personnel, and external vendors in relation to requests for technical support for managed services and systems.
- Assess existing environments for opportunities to simplify, automate or introduce increased efficiency to complex technical processes.
- Design and maintain customer support documents, tutorials, and other documentation for supported products and services with a high attention to detail.

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- Maintain documentation of workstation asset information as well as general IT processes and procedures.
- Travel locally as required to the IT storage and data center to respond to incidents and requests as needed in Phoenix, AZ.
- Provide limited on-call and after hours support when necessary for all employees, both local and remote.

## EXPERIENCE & REQUIREMENTS

- Bachelor's or Associates Degree preferred
- Preferred Certifications: A+, Network+, MCSA/MCSE equivalents, AWS.
- Minimum of 5 years experience supporting Windows and MacOS workstations.
- Minimum of 3 years experience supporting corporate users remotely.
- Experience with Windows 2008, 2012 & 2016 Server roles.
- Fundamental understanding of TCP/IP networking: LAN, WAN, DNS, DHCP, subnets, IP addressing, IIS
- Knowledge of MySQL and Microsoft SQL databases and general queries
- Scripting experience with PowerShell preferred.
- Exceptional hands-on and phone customer service skills allowing for a positive customer service experience with end-users/customers.
- Strong communication skills and professional demeanor to be able to effectively work with customers and end-users and explain technical concepts to inexperienced users

## 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 the job. This position requires sitting for extended periods of time. Occasionally requires standing, squatting, reaching and bending. Requires ability to receive information through oral communication both in-person and on telephone. Must have adequate vision to operate computer and complete paperwork. Occasional lifting of up to 40 pounds. Requires occasionally working off hours for both planned and unplanned tasks and emergencies, including evenings and weekends.

## WORK ENVIRONMENT

This job operates in a professional office environment. The role routinely uses standard office equipment such as assigned workstation, computer, phone, copier and file cabinet.

## CONCLUSION

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the job holder. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. The Company reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.