



## **Summary**

We're seeking an IT Systems Administrator who's eager to grow their technological skills. In this role, the successful individual will protect our critical information, systems, and assets, build solutions, implement new software and hardware, and assist in the development of an overall IT strategy.

## **Responsibilities**

- Serve as a front-line Service Desk support technician and handle all support requests to support IT equipment in the office
- Maintain an operational knowledge of the latest Mac, Windows, VM and OS server and desktop features, best practices and system/application configurations
- Manage systems by monitoring, securing, updating, patching, troubleshooting, automating and optimizing server, laptop, desktop and mobile devices
- Act as a local point of contact for hands-on and eyes-on activities in the server/networking room
- Collaborate with vendors and management when working on organizational projects or new initiatives
- Maintain inventory and take ownership of asset procurement, delivery and shipping
- Provide support to others as needed

## **Required Skills**

- Effective communication and follow-through in tracking, troubleshooting, and bringing to resolution assigned tasks.
- MCP/MCSE/ MCSA/CCNA or other certification is a plus
- Collaborate and coordinate with members of other teams to track, isolate, and resolve technical issues
- Knowledge of OS (Window and iOS) concepts and maintenance
- Basic understanding of networking concepts: TCP/IP, DNS, IP addressing, connectivity troubleshooting, cabling (straight through vs crossover, patch panels and patch ports, tracing/toning cables and troubleshooting wiring issues, etc...)
- Familiarity with iOS at desktop and server level