

Brownells Position Description

Job Title: Sr. Systems Administrator

Reports to: Manager of Technical Infrastructure

FLSA: Exempt

General Summary

Responsible for enterprise network/server infrastructure; data security, design, support and scheduled maintenance.

Provides technical service support; installation, maintenance, and software training support; and monitors/develops procedures for personal computer and network management. Consults leadership on the software applications, peripheral equipment, security functions and future requirements in departmental area. Provides technical expertise for network users in the areas of training, problem resolution, hardware and software upgrades. Ensures that personal computers and networks are functioning properly and are available for the intended uses. Career level position within the field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Contribute to measurable team and/or organizational objectives. Minimal supervision with wide latitude for independent judgment. Provides solutions to issues utilizing judgment. Highly skilled and proficient.

Principal Duties and Responsibilities

Operational

Organizational Support:

- Identifies end user behavior patterns and develops solutions to support that behavior.
- Evaluates current capabilities, prepares needs analysis, investigates options, obtains price quotes, makes recommendations, purchases, installs and maintains enterprise infrastructure.
- Provides new application ideas to all areas of the company on how new technology can be utilized to gain better efficiency and improve company productivity according to industry best practices.
- Designs and implements complex server configurations for application installations.
- Manages third party partners when appropriate to implement overall strategy.
- Plans and schedules distribution and installation of all software/hardware updates and upgrades.

Security:

- Ensures backup, recovery and security procedures are set up and performed as planned and necessary according to industry best practices.
- Develops, publishes and enforces enterprise security policies.

Business Continuity:

- Ensures that all infrastructures can be recovered within published SLA.
- Develops and publishes enterprise SLA's.
- Selects and maintains strategic relationship with third-party vendors.

Strategic

- Meets with management and end users to recommend enterprise infrastructure solutions to increase efficiencies and to find cost-effective solutions to new and existing software and hardware needs.
- Provides significant influence in strategy.

Leadership

- Displays technical leadership role in support of the infrastructure team members.
- Provides technical assistance and operational frameworks for team members.
- Answers questions or resolves computer problems for clients in person, via telephone or from remote locations.
- Delivers group training for recurring problems.
- Composes and communicates “tips” for team members to assist in maximizing their effectiveness.
- Approves work of less experienced Systems Administrators.

Administrative

- Keeps records of maintenance and troubleshooting activities and reports trends.
- Downloads and evaluates new versions of software/firmware/hardware for infrastructure and makes recommendations based on findings.
- Monitors infrastructure systems against published SLA.
- Documents, supports, and carries out the hardware and operating system and software maintenance schedule.
- Develops and maintains documentation for other team members to perform their roles.
- Anticipates infrastructure needs for planning and budgeting via monitoring the organization's appropriate usage and the implementation of rotation planning.

Position Requirements**Education**

- BS in computer science, information systems or other related field (or 10 years direct related experience)
- MSCE, VMware, Exchange certifications desired

Experience

- Strong server (installation, maintenance, troubleshooting), network; Internet/Intranet, and server hardware configuration experience required.
- Strong product knowledge of peripherals, firewall configuration and administration, VMware, Windows Server Solutions and current version of Microsoft Office Suite.
- Installation and configuration of Microsoft Windows Operating Systems
- Experience working with all levels in the organization
- Minimum 6-9 years' experience

Knowledge

- IT policies and practices
- Client server technologies
- Multiple Vendor Integration
- Technical knowledge and abilities

Skills

- Project management
- Migrations and conversions
- Troubleshooting PCs, printers and network equipment
- Application layering
- Operations analysis and monitoring
- Documentation
- Design and administer internet information service
- Team leadership
- Decision making

Abilities

- Ability to convey abstract ideas in a manner easily translatable to non-technical personnel
- Able to assist in lifting up to 50 lbs.

Attributes and Strengths

- Customer focus
- Integrity
- Creativity and innovation
- Conceptual thinking
- Systems thinking