



System Administrator

Division/Department: Administration/Information Technology Services Department
Reports to: Information Technology Department Manager
Location: Berthoud, CO
Type of Position: Full-time
Status: Exempt
Salary Range: \$90,090 - \$115,362

GENERAL STATEMENT

We are looking for a talented, diligent System Administrator to maintain and administer Northern Water's networked system of computers. The System Administrator's responsibilities include troubleshooting hardware, software and networking issues and ensuring that all computing operations run with optimal performance and security.

To be successful as a System Administrator, you should have an excellent ability to solve problems using your in-depth understanding of information systems and computing solutions. The best System Administrator will also be a team player willing to handle all support requests with courtesy and professionalism.

RESPONSIBILITIES

- Maintains, configures and assures the reliable operation of computer systems, network servers and virtualization.
- Installs and upgrades computer components and software, manages virtual servers (Hyper-V and Microsoft Azure) and integrates automation processes.
- Performs administration and implementation of Microsoft 365 platform.
- Troubleshoots hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems and assessing the impact of issues.
- Provides documentation and technical specifications to IT staff for planning and implementing new technology projects or upgrades to IT infrastructure.
- Performs or delegates regular backup operations and implements appropriate processes for data protection, disaster recovery and failover procedures.
- Leads desktop and helpdesk support efforts, ensuring all desktop applications, workstations and related equipment problems are resolved promptly with limited disruptions.
- Manages enterprise printers and secure print software (PaperCut).
- Maintains and manages Storage Area Network (SAN), including performing tasks such as attaching servers, creating LUNs, modifying partitions and monitoring capacity alerts.
- Establishes, maintains and manages user accounts, including on- and off-boarding – assigns configuration of authentication and authorization of directory services.
- Builds and maintains infrastructure monitoring and alerts using tools like Splunk to capture event data from on-premises and cloud data sources for a large enterprise consisting of Windows and CISCO devices.
- Manages Mobile Device Management in Windows/Apple-based environment.

- Implements and effectively develops helpdesk and IT operations best practices, including expert knowledge of security, storage and data protection.
- Maintains and manages Disaster Recovery Plans.
- Performs other related duties as assigned.

QUALIFICATIONS

- Associate or Bachelor's degree in Computer Science, Information Technology, System Administration or a closely related field, or equivalent experience required.
- Three to five years of experience as a System Administrator managing server/client-side technology and networked computing systems.
- System administration and IT certifications in Microsoft or other network-related fields are a plus.
- Solid understanding of Microsoft technologies, including Hyper-V, Microsoft Graph and Azure Cloud Services.
- Experience with scripting and automation tools.

PHYSICAL REQUIREMENTS

- Occasional physical activity is required, including walking, bending, stooping, or climbing stairs during site visits or equipment inspections.
- Able to lift and carry up to 25 pounds.
- Requires prolonged sitting and sustained operation of keyboard devices.
- Must be able to meet the physical requirements of a post-job offer physical examination.

Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of the job.

OTHER REQUIREMENTS

- Maintains a personal appearance appropriate for the job position and image of Northern Water.
- This position will be an on-premise position.

This job description in no way states or implies that these are the only duties to be performed by this employee.

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