**Systems Administrator**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Responsible for installation and configuration of firewalls, DNS, DHCP, AD, servers, server services, computers and required applications. Manage the deployment of appropriate security patches, hot fixes and updates. Responsible for maintaining system documentation, tuning system performance, installing system wide software and allocating mass storage space. Manage user accounts, roles, and permissions. Perform backups according to a regular schedule. Recover data from backups as needed. Interacts with users and evaluates vendor products. Makes recommendations to purchase hardware and software. Participates in the development of policies and standards for allocation related to the use of computing resources.

Responds to level 2/3 Help Desk Issues. Oversees Help Desk operation. Manages small to medium size projects.

**RESPONSIBILITIES**

* Responsible for System Admin duties including: Backups and Recovery; System Security and Data protection, System performance, availability, and condition; Monitors system effectiveness in satisfying user needs; installation of hardware/software and their associated updates; OS patches/updates for servers and workstations; Daily checks of backups, server room environment, power demands and battery backup; Prepares and updates documentation for new or existing systems as required.
* Troubleshoots and provides Level 2/3 technical support and solutions to users; Oversees Help Desk to ensure high level of customer service IT provided.
* Manages small to medium size projects.
* Assists Administrator as directed/Responsible for IT Manager’s duties during IT Manager’s absence/Rotate On-Call with IT Staff.
* Manage other assignments as directed.

**QUALIFICATIONS**

* Bachelor’s degree in computer related field or equivalent experience.
* Experience with installing, configuring, and/or maintaining servers and server services.
* Experience with installing, configuring, and/or maintaining backup systems.
* Combination of experience troubleshooting server, operating system and/or application issues.
* Experience with Virtual Servers (Hyper-V/Xen), Windows Servers, AD, DNS, DHCP, Microsoft and Google Applications, Citrix, Tape Backup Systems, Firewalls, and repackaging applications.
* Help Desk experience is a plus.
* Combination of experience on project teams or managing/coordinating small to medium size projects.
* Must have strong customer services orientation.
* Must have strong written/verbal communication skills.
* Ability to absorb and retain information.
* Highly self-motivated and directed.
* Ability to effectively prioritize and execute tasks.
* Strong documentation and oral communication skills.
* Ability to present ideas in user-friendly language.
* Analytical and problem-solving abilities, with keen attention to detail.
* Must be able to learn, understand, and apply new technologies.
* Ability to conduct research into a wide range of computing issues, hardware issues, products and service-related issues as required.
* Ability to understand technical manuals, procedural documentation, and OEM guides.
* Customer service skills are critical.
* Physical Requirements:
  + Must be able to properly lift and handle equipment weighing up to 50 lbs.
  + Must be able to lift and handle large boxes weighing up to 50 lbs.
  + Must be able to move about large campus to deliver services.
  + Must be able to install and maintain computer equipment in offices, apartments, small server rooms, wiring closets and public areas.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision