

JOB DESCRIPTION

Job / Position Title:	System Administrator	Job Category:	Team Member / IC
Department/Group:	Technology	Job Code	SA/01/2018
Location:	Dallas, TX	Position Type:	Temporary to Regular Fulltime
Designation / Grade	System Admin / 1	Reporting to	Manager – IT Infrastructure

Role Purpose:

System administrators are responsible for the maintenance, configuration, and reliable operation of computer systems and servers. Responsible for installing hardware and software and participate in research and development to continuously improve and keep up with the IT business needs of their organization. System administrators are responsible for actively resolving problems and issues with computer and server systems to limit work disruptions within the company.

Job Description

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization.
- Install and configure software and hardware.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
- Manage network servers and technology tools.
- Set up accounts and workstations.
- Monitor performance and maintain systems according to requirements.
- Troubleshoot issues and outages.
- Ensure security through access controls, backups and firewalls.
- Upgrade systems with new releases and models.
- Develop expertise to train staff on new technologies.
- Build an internal wiki with technical documentation, manuals and IT policies.

Required Skills / Experience

- Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required.
- 8-10 years of database, network administration, or system administration experience.
- System administration and IT certifications in Linux, Microsoft, or other network related fields are a plus.
- Working knowledge of virtualization, VMWare, or equivalent.
- Strong knowledge of systems and networking software, hardware, and networking protocols.
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including knowledge of security, storage, data protection, and disaster recovery protocols.
- Strong Knowledge on Firewalls of any flavor and troubleshooting skills
- Strong knowledge on Packet tracing, Port security, ability to interpret problems effectively related to data transmission and processing issues
- Strong knowledge on below
 - Network analysis software (Sniffer, Wireshark, Microsoft Network Monitor)
 - Network security hardware (Forcepoint Sidewinder, Palo Alto, Fortigate, Cisco)
 - Diagram software (Visio, Lucidchart, Intermapper)

- CCNP certification is desired
- Good Knowledge on OSI layers
- Good Knowledge on implementing Various routing protocols
- Intermediate experience in setting up Servers and operating systems
- Good compliance knowledge on PCI-DSS, ISO, SAS, GDPR

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