| Job Title: | Systems Administrator |
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| **Job Level (select):** | **Intermediate/Experienced** |
| Reports to: | Director of Information Technology |
| **Employment Type (select):** | Full time/Exempt |

## Job Summary

The Systems Administrator is responsible for managing and maintaining the bank's network, data centers, physical and virtual hardware and software, cloud systems, firewalls, storage and backup appliances. The Systems Administrator will provide end user support and training for more advanced technical needs. At the request of the IT Director, the Systems Administrator will work on projects and tasks to support technology initiatives.

## Duties/Responsibilities

- Maintain essential IT operations including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, hardware, servers, and virtualization.
- Develop a dependable IT infrastructure and network that's reliable and resilient.
- Maintain internal infrastructure health and security including servers, routers, switches, firewalls, printers, phones, laptop and desktop computers, and security updates.
- Manage network and cloud infrastructure administration, security permissions, group policies, print services, research log warnings and errors, monitor resources, and ensure the system architecture components work together.
- Azure, Office 365, Intune, and other cloud solutions management.
- Support internet, LANs, WANs, VPN, data circuits and related vendors.
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.
- Maintain current updates, patching, and subscriptions for all bank equipment.
- Assist with inventory management of hardware, software, licenses, and IT supplies.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.
- Perform regular backup operations utilizing various software / services, and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Assist with desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
- Responsible for capacity, storage planning, and database performance.
- Perform off hours support as needed and other duties as assigned.

- Other non-IT related general services.

**Essential Knowledge, Skills and Abilities**

- Working knowledge of virtualization, VMWare, Hyper-V or equivalent.
- Working knowledge of Windows Servers and client OS.
- Working knowledge of NGFW (Sonicwall, Fortinet, Palo Alto), switches, routers, and other network devices.
- Working knowledge of Information Security software and services (IDS, IPS, Endpoint Protection, EDR, ZTNA).
- Strong knowledge of Veritas BackupExec, Veeam, and other backup solutions.
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols.
- Experience with scripting and automation tools.
- Must be legally eligible to work in the United States.
- Bilingual in English and Korean is a plus.

**Education, Experience and Certifications**

- Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required.
- 3-5 years of network administration, or system administration experience.
- System administration and IT certifications in Microsoft, cloud computing or other network related fields are a plus.

**Physical Requirements**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Must be able to access and navigate each department at the organization's facilities.

**Salary:**
$80,000-$90,000/year based on experience

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