



JOB DESCRIPTION

TITLE: Systems Administrator

DEPARTMENT: Information Services

REPORTS TO: Manager, Information Services Operations

FLSA STATUS: Non-Exempt [] Exempt [X]

Grade: E3

Date Last Reviewed: Nov 2011

PRIMARY OBJECTIVE OF POSITION:

The Systems Administrator's role is to implement strategies for and administer MEM's Linux systems and networks. Support functions include assisting with planning and design, installation, configuring, maintenance, control, optimizing, and diagnosis and repair of these systems. In addition, the position will provide support for implementing departmental tactics and corporate projects that support MEM's Strategic Business Plan. This individual will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments, with limited supervision. General and specific assignments are outlined below.

ESSENTIAL FUNCTIONS:

GENERAL

- Perform job duties in accordance with MEM's vision, mission and values.
- Lead work unit planning functions. Provides supervisor and group members with recommendations on system software, hardware, processing needs; system enhancements and their corresponding impact on Linux systems, networks, telecommunications and IT security system effectiveness; provide input on the feasibility of option(s) being considered; and assists in the implementation plans, requirements and schedules.
- Perform troubleshooting procedures to identify and correct basic and complex system hardware and software errors. Tasks include diagnostics, vendor or maintenance contractor contact where appropriate, remedial action, documentation of both the problem

and its resolution, and communicating with the MEM staff for which the malfunction has an impact.

- Confer with other systems personnel to discuss Linux, network or telecommunication software and hardware induced problems. Provides technical assistance in investigating and resolving complex problems using software and hardware monitors, utilities, tools and/or vendor assistance.
- Interact and negotiate with vendors and contractors to secure hardware and software products and services and to resolve billing issues.
- Develop, implement and maintain policies, procedures and associated training plans for system administration and appropriate use.
- Practice hardware and software asset management, including maintenance of hardware component inventory and related documentation and technical specifications information.
- Provide support during non-standard business hours, which include early mornings, evenings, weekends & holidays in required circumstances and is on call 24 hours a day 7 days a week as needed or as scheduled.
- Prepare standard operating procedures, including flowcharts and checklists for resolving end-user hardware requests and problems. Documents activities and changes.
- Help manage and administer data center/computer room, UPS, HVAC and fire suppression system.
- Provide backup support to the Systems and Security staff.
- Provide 2nd level technical support to the Help Desk within defined SLA requirements.
- Ensure the confidentiality of all types of sensitive corporate and user data.
- Assist in the design, testing, and implementation of the disaster recovery plan.
- Prepare systems budget recommendations.

- Continues to develop professional skills in the IS field through research, manuals, seminars, courses, etc.
- Facilitate and manage small systems projects as needed.
- Provide guidance and/or instruction to junior staff members.
- Perform other duties and responsibilities as assigned.

ASSIGNED (Linux Administration):

- Manage and administer all Linux systems, including hardware and operating systems and their corresponding or associated software.
- Manage and administer communications and connection solutions, including local area and wide area networks, company web site, intranet, and Internet applications as it relates to Linux systems.
- Monitor performance of Linux systems and its served devices. Use existing tools or write tools to assess performance statistics, summarize them, and raise alarms where appropriate.
- Manage and administer application servers such as Boss, Tomcat and Cruise Control.
- Recommend, schedule, and perform Linux software updates and upgrades.
- Distribute and supervise Linux server storage space allotments.
- Analyze Linux system or application usage and plan for growth or increases in hardware or software capacities.
- Install and configure Linux messaging and print systems.
- Administer and maintain Linux and associated software, end-user accounts, permissions, and access rights.
- Perform Linux system backups and restores and maintains offsite storage and tape inventory.
- Conduct research on network products, services, and standards in support of network procurement and development efforts.

QUALIFICATIONS:

Education:

A Bachelor's degree in Computer Science or related field or a comparable combination of education and experience is required.

Experience:

Four years experience in computer or related industry that includes short-range planning, systems administration, and diagnosis and repair responsibilities; prior experience with medium to large enterprise environments that include multiple site locations.

Certifications/Designations:

Certification in one or more systems or technologies required.

Skills:

- Extensive application support experience with systems and networking software, and networking protocols
- Hands-on hardware and software troubleshooting skills
- Ability to operate tools, components peripherals, and testing accessories
- Project management skills
- Proven analytical and creative problem solving skills
- Adept at reading, writing, and interpreting technical documentation and procedure manuals
- Proven written and oral communication skills
- Proven listening and interpersonal skills
- Proven experience with core software applications including Excel, Word, Visio and MS Project
- Keen attention to detail
- Ability to communicate ideas in both technical and user-friendly language
- Self motivated and directed
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Strong customer service orientation
- Strong organization skills
- Ability to successfully work in a team-oriented, collaborative environment

Language Proficiency:

Must be able to read, write and speak English fluently. Must possess excellent oral and written communications skills. Must speak clearly in person and over the telephone.

Physical Demands:

A person in this position will be required to sit, stand, move about, lift computers and their components, and handle cords and wires and other small objects. A person in this position must have stamina to work extra hours when necessary, including evenings and weekends. Travel may include MEM's branch offices as well as to vendors or conferences and training. Reasonable accommodations may be provided to enable qualified individuals with disabilities to perform the essential functions of the position.

License:

None