

Systems Administrator I



*Salary Grade: 8
Non-Exempt*

JOB TITLE: Systems Administrator I

REPORT TO: Technology Officer

DEPARTMENT: Technology

Position Summary: Perform a wide range of responsibilities necessary to ensure the effective functioning of the bank's hardware and software systems and peripherals. Provide support to the Technology Officer and Technology Department staff as required for successful operation of all technology systems. Assist on projects and initiatives to help grow the bank's technology infrastructure.

Functions:

- Provide Help Desk Support
 - Provide support to all users within the bank
 - Respond and provide support to requests submitted via the bank's support ticket system, emails, phone calls, and in-person visits
- Daily maintenance and service for all hardware and software systems:
 - Perform and process backups
 - Monitor network functions and performance
- Complete the routine system related procedures necessary for effective bank operations:
 - Install, upgrade, and service software programs
 - Install, configure, and maintain computer hardware
 - Maintain hardware and software inventory
 - Maintain and service user accounts:
 - Set-ups
 - Installations
 - User assistance
 - Identify and effectively resolve system support issues
 - Visit branches to assess and resolve technology needs and issues
- Troubleshoot data communications issues
- Intranet Support and Maintenance (SharePoint)
- Provide assistance to the Technology Officer and department staff in the following areas:
 - Application Support
 - Server Administration
 - Network Administration/Security
 - Core System Administration
 - Software Patch Management

Systems Administrator I

- Complete special projects arising from and relating to technology systems
- Coordinate activities with department supervisors and system users
- Perform other duties relating to technology functions as may be required from time to time and requested by management

Knowledge, Skills, Requirements:

- Four-year degree in a computer related field, or equivalent work experience, with a minimum of one year of technical support experience
- Proficiency in Windows desktop operating systems and Microsoft Office applications
- Some knowledge of a Microsoft Active Directory environment
- Ability to carry out job responsibilities accurately and independently
- Initiative in recognizing and resolving problems
- Effective prioritization of responsibilities
- Proficiency in written and oral communication
- Ability to work closely and harmoniously with other employees in a busy environment
- Perform duties of the position with strict adherence to all bank policies
- Valid driver's license

Physical Demands and Condition Requirements:

- General office environment.
- Lifting and moving large and heavy computer components
- Dexterity working with small hand tools in confined spaces

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer
- Peripherals and tools related to technology functions of the bank

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.