

Independence Telecommunications Utility

JOB DESCRIPTION

Position Title: Telecommunications Systems Administrator

Department: Telecommunications

Supervisor: Telecommunications Superintendent

FLSA Status: Non-Exempt

Rate: \$33.50 - \$41.50/hr.

JOB SUMMARY:

The **System Administrator** is responsible for analyzing, designing, and implementing technology solutions that enhance the efficiency and functionality of organizational systems. This role focuses on gathering requirements, evaluating systems and processes, and collaborating with cross-functional teams to deliver improvements and solutions. The Systems Administrator works under minimal supervision, possesses a solid understanding of system design and development, and actively participates in projects of moderate to high complexity. Work is on site, Monday – Friday, 7:00AM - 4:00PM.

JOB DUTIES AND RESPONSIBILITIES:

- Create and maintain monitoring systems to proactively address system and network reliability.
- Maintain accurate and up-to-date documentation of system designs, processes, and procedures.
- Identify and recommend solutions for telecommunications procedures and customer service issues.
- Provide support to technicians, and end-users on system features and functionalities.
- Maintain and expand proficiency of computer networking, operations, and provisioning.
- Provide windows server administration including, Active Directory, Group Policy, and Patch Management.
- Administration of Linux systems, DNS/DHCP/IPAM, Virtualization/VMWare, TCP/IP and routing protocols, specifically OSPF and BGP, Firewalls including Fortinet and CISCO, VOIP systems and services.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

- 2 years of experience in systems administration, systems technician, systems analyst, or similar IT role, or combination of education and experience.
- Strong experience with Windows/Linux Server functionality.
- Excellent attention to detail with proficiency in Microsoft Word and Excel.
- Strong oral and communication skills.
- Strong experience in IT systems including design, implementation, and troubleshooting.
- Excellent decision- making and technical skills.

- Must be team-oriented, friendly and personable with strong focus on customer service.
- Must be physically and mentally able to safely function in all aspects of this position.
- Ability to work independently without specific direction and to effectively organize work priorities.

Preferred Qualifications include:

- Associate’s degree in information technology, computer science or related field.
- CCNA certification.
- Cybersecurity certifications like CompTIA Security+ or similar.
- VOIP system experience.

PHYSICAL REQUIREMENTS/ WORKING CONDITIONS:

Physical activities include:

- Work is primarily indoors in climate-controlled areas.
- Standing and sitting for extended periods of time.
- Possesses abilities to verbally communicate effectively, in person, on telephone, or over a radio.
- Possesses hand/eye, and muscle dexterity coordination to manually use and control heavy and light tools and equipment.
- Possess the ability to work long hours during the day or night, as needed, to restore or maintain services.
- Duties entail full body exertion, lifting, carrying, walking, pulling, pushing, and typing.
- Lifts up to 40 pounds.

PERIOD OF PROBATION:

The person appointed this position shall be under a period of probation for six (6) months. A performance review will be performed prior to the end of the probation period.

Employee	_____	Date	_____
Supervisor	_____	Date	_____
HR	_____	Date	_____
General Manager	_____	Date	_____