

Job Description

Job Title: Computer Systems Administrator

Reports to: This staff person reports to IT Director. All staff positions ultimately report to the President.

Type of Position: FT

Hours: 40 hours/week

MAJOR FUNCTION

Works as an integral part of the Careersource Brevard (CSB) Information Technology team. Ensures the stable operation of the in-house computer network. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links. Provides proactive maintenance and support of PC hardware, software, and peripherals. Analyzes and resolves end-user hardware and software computer problems in a timely and accurate fashion, and provides end user training where required. Assists in the research and planning of technology solutions that further the quality of service delivered to CSB and the Careersource Brevard Career Centers

MAIN ACTIVITIES

- 1 Provides response to all CSB staff and customers by identifying analyzing, and rectifying computer system problems and failures.
- 2 Responds to, updates and proactively manages customer requests using a call tracking database for management and reporting purposes.
- 3 Proactively interacts with customers to identify and resolve support issues that have not been reported.
- 4 Provides support for all Virtual Job Fair Activities.
- 5 Responsible for the development and maintenance of Sharepoint and of CSB Web Programs, including Computer Assessment and Online Intake.
- 6 Provides basic instruction on proper use of computers, network, and software.
- 7 Installs software, software updates, hardware, and peripheral equipment.
- 8 Maintains a current inventory of PCs, network equipment, printers, copiers and fax machines and assists in determining the need for procurement of equipment.
- 9 Acts as a resource person for office equipment (copiers, faxes and audio visual equipment), performs minor repairs and provides technical assistance in the operation and maintenance of office equipment.
- 10 Recommends, schedules, and performs network improvements, upgrades, and repairs.
- 11 Assists staff in procurement activities for computer related products following established BW standards.
- 12 Administers and maintains end-user accounts, permissions, and access rights.
- 13 Manages servers, including email, print, backup, and terminal servers and their associated operating systems and software.
- 14 Manages security solutions, including firewall, antivirus, and intrusion detection systems.
- 15 Manages all network hardware and equipment, including routers, switches, and hubs.
- 16 Manages IP telephone system including hardware, software, and account and voicemail management.
- 17 Conducts research on network products, services, protocols, and standards in support of network procurement and development efforts.
- 18 Assists in the development, implementation and maintenance of policies, procedures, and associated training plans for network resource administration, appropriate use, and disaster recovery.
- 19 Monitors and tests network performance and provides network performance statistics and reports.
- 20 Prepares reports as required.
- 21 Stays abreast of new technology trends in software and hardware.
- 22 Carries out special assignments and projects as assigned.
- 23 Represent IT Department on OI Committee.
- 24 Strives to achieve highest level of customer satisfaction, including internal customers, participants and contracted customers. Identifies opportunities and recommend actions for continuous improvement in all activities.
- 25 Local travel may be required.
- 26 Additional tasks (explain)
- 27 Additional tasks (explain)

MINIMUM REQUIREMENTS

Minimum of two years of computer science experience.

Ability to work in a fast paced and diverse environment.

Ability to manage multiple priorities to ensure that deadlines are met.

Experience in a Windows 2000/2003/2008 network environment

Good understanding of Microsoft Office products, Microsoft Exchange, Active Directory, backup, security, network and computer hardware and software, IP telephony.

Strong customer service orientation.

Experience working in a team-oriented, collaborative environment.

Technical knowledge and troubleshooting experience in network and PC hardware, software, protocols, and standards.

Ability to lift objects up to 50 pounds.

Ability to drive and/or commute to customer facilities

Good understanding of the organization's goals and objectives.

Knowledge of applicable data privacy practices and laws.

Strong written and oral communication skills.

Strong interpersonal skills.

Ability to conduct research into networking and computer issues and products as required.

Ability to present ideas in user-friendly language

Highly self-motivated and directed. Able to work effectively with minimal supervision.

Keen attention to details.

Proven analytical and problem-solving abilities.

Ability to effectively prioritize and execute tasks in a high-pressure environment.

Ability to work occasional weekends or after hours.

Education Requirements

College diploma or university degree in the field of computer science. Additional qualifying education and/or experience which provide the necessary knowledge, skills, and abilities may be substituted one for the other on a year-for-year basis. Network/computer certification is a plus.

BENEFITS

Full time employees are eligible for Full benefits after introductory periods with successful job performance.

SIGNATURE:

Supervisor:

Date: