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**Job Posting**

# POSITION TITLE: System Administrator POSTING START/END: 10/25/2021 –Until filled POSITION STATUS: Non-Exempt

**Anyone interested in the above vacancy should submit a complete application packet to the *Human Resources Manager* accompanied by a letter stating your credentials, and why you consider yourself a good candidate for this position. All applications for this position must be submitted expeditiously as the company desires to fill this position as soon as possible. Only complete application packets will be accepted. On-line application instructions can be found at** [**https://www.tularosa.net/employment-opportunities/**](https://www.tularosa.net/employment-opportunities/)

**SUMMARY:** The Systems Administrator is primarily responsible for supporting TC’s portfolio of managed service offerings including managed networking, antivirus, desktop and server support, backups, IP cameras, and other related products. Provides assistance to customers by answering questions, and resolving technical problems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following**:

* Responds to product and service inquiries. Informs and educates potential customers by evaluating hardware and software applications for their needs.
* Provides system administration engineering, provisioning, maintenance and support to include but not limited to routers, firewalls, switches, access points and servers.
* Provides technical expertise for Windows, Windows Server, O365 environments, Active Directory, Hosted VoIP plans and Microsoft Outlook included but not limited to troubleshooting testing, installation configuration, maintenance and application integration.
* Designs, installs, maintains customer Local Area or Wide Area Networks (LAN/WAN).
* Engages directly with prospective customers to assess their IT needs and suggest suitable products to address those needs.
* Creates on-board plans for new customer and implements them in a timely manner.
* Responds to customer IT support requests and resolves them remotely or on-site as needed.
* Keeps customer systems updated with the latest security and critical updates.
* Maintains keen awareness of emerging technologies, solutions or products.
* Supports TC’s internal IT needs.
* Stages and configures hardware per requirements, installs and tests hardware for customer
* Configures security measures such as syslog, firewalls, NTP, AAA, SIEM for monitoring and reporting.
* Configures network management software for monitoring and reporting.
* Documents customer business and technical requirements, working with NetOps and Engineering to ascertain service areas and parameters.
* Proactive to perform assigned duties in a timely, efficient and friendly manner.
* Other assignments as directed by supervisor.

# QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed above are representative of the knowledge, skill, and/or ability required.

# EDUCATION and/or EXPERIENCE:

* One year of college or technical training, 2 years education and experience in IT or IT support. Cisco CCNA/CCNP, Security+ certifications are preferred. Ability to script in Perl, C++, Python is a bonus.
* Must have the ability to collaborate and problem solver with team members.
* Self-motivated towards constant education in industry trends.
* Strong troubleshooting skills
* Familiar with antivirus and security software and troubleshooting services affected by these software applications.
* Skilled at communicating product/service-related concepts to technical and non-technical stakeholders.
* Have immediate knowledge of Excel Spreadsheet, Microsoft Word, Microsoft Powerpoint software and Internet navigational skills.

# CERTIFICATES, LICENSES, REGISTRATIONS:

 Valid driver’s license.

# WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The applicant must be able to sit and speck for extended lengths of time along with being able to commute to on-site customer locations for installation purposes.