

## JOB DESCRIPTION

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**Job Title: IT System Administrator**

**Department: Service**

**Reports to: Service Manager**

### GENERAL SUMMARY:

The System Administrator is responsible for the full support life cycle as it pertains to the current partner base of the company. This position builds a strong relationship with Clients to assist them in maintaining the best products and services by developing a thorough understanding of their business and technology needs.

### Essential Duties and Responsibilities:

- Work with Clients to develop a deep understanding of their needs and translate those needs into product requirements that satisfy their demands
- Receive requests for service and products details from customers and provide timely responses
- Effectively communicate features and benefits of solutions and manage prospect expectations throughout the lifecycle of the account
- Maintain in-depth product knowledge of the service offerings of the company
- IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Microsoft.
- Design, implementation, and support services for Microsoft related technologies: Windows Server, Exchange, SQL, etc.
- Engineer and implement system solutions for customers using technologies that meet their needs
- Work with our Project & Security Teams to develop solutions.
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Remote access solution implementation and support: VPN, Terminal Services
- System documentation and consulting services to include system reviews and recommendations
- Communication with Clients as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages

### Additional Duties and Responsibilities:

- Attend meetings and ensure opportunities are compliant with company policy

- Improve customer service, perception, and satisfaction
- Ability to work in a team and communicate effectively
- Escalate service or project issues that cannot be completed within agreed service levels
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry
- Develop in-depth knowledge of the services and how it relates to partner needs
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in ConnectWise as it occurs
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University
- Enter all work as activities or service tickets into ConnectWise

**Knowledge, Skills, and/or Abilities Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 5 to 10 years' experience (Certifications are a plus)
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast-moving environment
- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Fortinet, Cisco CCNA, or VMware VCP