



## JOB POSTING

# Systems Administrator I

**Vicom - Virginia Integrated Communication – Virginia Beach, VA**

**Department: UCC/Networking - VB**

**Reports to: Director of UCC/IT Integration Support Services**

The Systems Administrator I is responsible for all onsite service and remote support needs for our customers as it relates to information technology including Microsoft Operating Systems (desktop and server) and application servers including SQL, Exchange, O365 etc., virtualization, and hardware (servers, workstations, firewalls, wireless, printers, and vendor specific hardware and software).

***Employee Owned. Customer Focused.*** Vicom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Vicom is 100% employee owned. Employees are empowered to act and think like owners because, they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

### **Essential Duties and Responsibilities:**

- Administrative support for Microsoft related technologies: Windows Desktop and Server, Exchange, SQL, SharePoint, O365, Virtual Machine Manager and supporting services (AD/DNS/DHCP/GPO/PKI), etc.
- Troubleshooting and remediation of technical issues involving multiple vendors including Microsoft, VMware, EMC, Citrix, Barracuda, HP, Dell, Lenovo, IBM, Fortinet, Meru, Extreme, Cisco, Juniper and others, Avaya, Samsung Telephony
- Remote access solution troubleshooting and support of VPN/SSL and Terminal/ Remote Desktop Services
- System documentation to include system reviews and recommendations
- Implement and support disaster recovery and business continuance solutions
- Secondary support of network technologies including firewalls, switching, wireless and management tools
- Interfacing with Vicom's other divisions to support projects and troubleshooting on voice, video, camera, security and access control systems
- Communication with customers as required: keeping them informed of incident progress, notification of impending changes or scheduled outages
- Additional Duties and Responsibilities:
  - Improve customer service, perception, and satisfaction
  - Work in a team environment and independently while communicating effectively
  - Escalate service issues that cannot be completed within defined service levels
  - Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
  - Develop in-depth knowledge of the service catalog and how it relates to customer's needs

- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses as they occur
- Work via a daily schedule that has been established through the dispatch process
- Enter all work as service tickets into ticketing system
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry
- Maintain current vendor certifications and obtain others as required

### **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.

- Technical certifications desired
- 2-4 years of system administration/desktop support; general IT experience
- Technical certifications – CompTIA A+, Network+ required
- Vendor certifications from Microsoft, Extreme, Fortinet, Cisco, Dell, HP, IBM, Lenovo, Avaya, VMware are desired
- Telephone and written communication skills, active listening and customer-care
- Strong troubleshooting skills at the End User/application/OS level
- 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 provides business 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
- Have / maintain valid driver's license and approved / clean driving record

*Excellent benefits package including health insurance, 401K savings and Employee Stock Ownership Plan.*

