

SYSTEM ADMINISTRATOR

Position Summary

Under the general supervision of the Director of IT, the System Administrator is responsible for setting up, configuring, and supporting internal systems and/or networks, developing and maintaining systems, installing updates, applications, reviewing security, network configuration and taking backups. The System Administrator is also troubleshooting performance issues and recommending upgrades, patches, and new applications and equipment to improve reliability.

Job Functions

Essential Functions

- Configures and supports internal systems and network equipment
- Evaluates systems to eliminate problems and make improvements
- Troubleshoots the system for network performance issues
- Supports and maintains user account information including rights, security and system groups in both Windows AD and Radius
- Acts as second-level escalation of service, and supports products related to desktop and laptop computer systems, including but not limited to, hardware, operating systems, and application software
- Recognizes, diagnoses and resolves operational infrastructure-related problems
- Makes off-site visits to various UAIC facilities to update, maintain and troubleshoot network systems
- Provides outstanding customer support and guidance
- Coordinates and executes back-up of servers and other systems on both on-site and off-site locations
- Documents, maintains, upgrades or replaces hardware and software systems
- Maintains an effective disaster recovery plan

Non-essential Functions

- Installs, maintains, and troubleshoots printers, scanners and any other computer system peripherals
- Answers and efficiently manages the IT Support phone line and email
- Other duties, as assigned

Knowledge, Skills, and Abilities

Knowledge

- Knowledge of tactical support of Windows and Linux servers, installing patches or updates, reviewing logs for issues, backups, and basic networking to include VLANs, light switch configuration, cabling, backups, etc.
- Knowledge of Windows and related software, including but not limited to, Microsoft Word, Excel, Access, Desktop Publisher, and O365
- Knowledge of preparing and maintaining inventory records
- Working knowledge of business accounting
- Strong understanding of internet service providers, both telephone and internet
- Intermediate knowledge of firewalls, antivirus software, intrusion detection systems and other network security solutions
- Knowledge of and passion for IT practices

Skills

- Well-organized, and able to manage multiple projects simultaneously
- Acute attention to detail
- Proactive, forward thinking
- Excellent time management skills with the ability to set priorities and meet deadlines
- Strong analytical and problem-solving skills
- Succinctly and concisely convey information in writing and prepare business letters
- Ordering, accepting, logging in, and shipping out materials, equipment and supplies

Abilities

- Ability to reason logically and creatively
- Ability to analyze data and draw logical conclusions
- Ability to accomplish results with light feedback
- Ability to use and operate a personal computer and peripherals in a complex environment
- Ability to create descriptive documentation is critical
- Ability to be flexible enough to change focus quickly, as needed
- Ability to follow written and verbal directions
- Ability to work effectively with others as a team, as well as ability to be an efficient individual contributor who can work well independently
- Ability to communicate tactfully and effectively, both verbally and in writing
- Ability to utilize critical thinking skills to determine the service that meets a member's or a third party's needs and guide them in the right direction
- Ability to work comfortably and professionally with a diverse community, staff, and constituent group
- Ability to consistently exercise independent and sound judgment while communicating with co-workers, Tribal members, and outside entities
- Ability to take initiative in resolving issues to satisfy internal and external customers' needs and to stay compliant with UAIC policies & procedures
- Ability to operate various office equipment
- Ability to clear all necessary background checks

Qualifications

Minimum requirements

- Education: Associate degree in Computer Science-related field
- Experience: Five years in a similar IT capacity

Preferred qualifications:

- Bachelor's degree in Computer Science-related field
- Certifications: MCSA, MCSE, CCENT, CCT, CCNA, as well as any additional industry certifications
- Experience in state, local or Native American government setting

Working Conditions

While performing the duties of this job, the employee is occasionally required to stand; walk more than half a mile; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee must occasionally lift or move up to 20 pounds. Specific vision abilities required by the job, with or without correction, include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Special Requirements

Must maintain STRICT CONFIDENTIALITY of all UAIC information received in trust and confidence.

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