Senior Systems Administrator I

OVERVIEW OF POSITION: We are looking for a highly qualified Senior Systems Administrator to provide technical support (inclusive of desktop support) to a fast-growing, highly sophisticated biotechnology business.

The successful candidate will be involved in the monitoring, maintenance, and testing of infrastructure to ensure reliability and functionality. This individual with assist with the technical design, planning, implementation, and the highest level of performance tuning and recovery procedures for all enterprise systems. This individual will assist staff with technical support of various endpoint systems, software, and related technology. Support includes troubleshooting, guiding users, installation, inventory management, and testing of computer systems and peripherals.

JOB RESPONSIBILITIES:

- Set up new servers (physical/virtual), switches, firewalls, access points, printers etc.
- Diagnose/replace failed infrastructure hardware
- Creation of standard images (servers/client devices) for ease of deployment
- Oversee timely, accurate, and detailed asset inventory of all IT related devices & work with Desktop Support staff to ensure items in the inventory database are current & accurate
- Liaise with various personnel (external/internal) to facilitate the completion of necessary tasks
- Responsible for systems administration tasks including, but not limited to:
    o Infrastructure equipment setup and installations
    o File restorations
    o Server/endpoint backups – creation/monitoring
    o Microsoft 365 Administration
    o Vulnerability Remediations
    o Setting up monitoring of networked devices
    o Perform configuration back up and firmware upgrades on network equipment
    o Endpoint and network security
    o Apply system updates/patches & configuration changes as needed
    o Transport backup/disaster recovery media offsite to co-location
    o Deployment of requested hardware/software
    o Document or revise documentation for various procedures
    o Active Directory account creation, permissions/access requests, password resets, account issues

- Primary backup to Sr. IT Director for all essential systems
- Assist with supervision/guidance of IT Support staff
- Investigate/Assist security incident and provide root cause analysis
- Assist in configuration and oversight of endpoint security and other tools within the infrastructure to protect end user devices and cloud services
- Stay up to date on IT security trends and news around the Microsoft 365 Platform
- Improve company-wide best practices for IT security
- Assist DR/BC plan testing and implementation
- Assist with internal compliance initiatives
- Log all infrastructure related tasks as tickets
- Research security enhancements and make infrastructure recommendations Sr. IT Director
- Gather feedback from end users to continue to improve systems
- Assist in analyzing full technology stack for improvements and enhancements
- Manage IT Ticket workflow according to company policies
- Perform repairs and support for computers/related equipment and corporate smartphones
- Assist with administration, management and monitoring of network infrastructure, internal and external IT systems
- Assist with monitoring backup infrastructure
- Remediation of security vulnerabilities
- Other IT related duties assigned from time to time

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REQUIRED QUALIFICATIONS:

- Bachelor's Degree (IT related field) or significant & relevant industry experience
- 7+ years in administration of Microsoft Active Directory and Azure AD environments
- 7+ years in design and administration of networks
- 4+ years in Windows 10/11 or Microsoft client administration and Desktop Support
- 3+ years in administration of Linux systems
- MCSA Infrastructure, Network+/CCNA or equivalent, Linux+/LPIC-1, Security+ or equivalent
- Hardware: Desktops, laptops, servers, NAS, SAN, printers, switches, firewalls and mobile devices (smartphones), DVR, Projector, time clocks, wireless access points
- Applications: Office 365, Adobe Suite, Active Directory/DNS/DHCP, Remote Management Tools, VPN, Helpdesk Software, Endpoint Protection, Backup platforms, VOIP, WSUS, Patch Management Software, Cloud sync tools
- OS Platforms: Windows 10/11, Server 2016/2019/2022, Synology DSM, Ubuntu Linux
- Virtualization: Hyper-V
- Vulnerability Remediation, Disaster Recovery & Business Continuity
- Excellent customer service skills
- Ability to solve problems efficiently and prioritize effectively in relation to budgeting, project management, infrastructure projects and helpdesk issues
- Excellent communication skills (written and verbal)
- Familiarity with NIST 800-53 controls
- Experience operating and maintaining network printers and network components such as video-conferencing systems based on WebEx, Zoom or MS Teams

REQUIRED CERTIFICATIONS: A+, Network+, Security+, Cloud related certification, Windows Server and Microsoft 365

PREFERRED CERTIFICATIONS: Dell Storage/Enterprise, Veritas, HPE/Aruba, CCNA, LPIC, Project Management, Additional Security related certification(s)