

# PPAI JOB DESCRIPTION

## IT Systems Administrator

The Systems Administrator is responsible for supporting daily operations of enterprise systems in a hybrid environment. Duties include cloud and on premises administration of IT systems and software, backup support for the network administrator, escalation support for helpdesk, advanced system troubleshooting, cyber security monitoring and remediation and infrastructure support. This position will be more heavily weighted on cloud and infrastructure responsibilities vs helpdesk responsibilities. The split will be approximately 75/25 respectively.

### Reporting Structure

Title of reporting manager: Director of IT
Department: IT

### Job Status

FLSA Status (Exempt / Non-Exempt): Exempt
Compensation (Hourly / Salary): Salary
Job Status (Full-Time /Part-Time /Temp): Full-Time
Daily Schedule (Start time Flexible / Not Flexible): Flexible
Work Location: HQ / Hybrid

### Job Discretion

How many people does this position supervise: 0
Does this position have disciplinary responsibilities: No
Does this position have hiring / termination responsibilities: No
Does this position have evaluation responsibilities: No

### Essential Functions and Primary Duties

1. Administration for various cloud products including Azure, Active Directory, Teams and other Microsoft O365 products.
2. Assist with cyber security threat monitoring, scanning, analysis, and threat remediation
3. Serve as backup to network administrator for virtual infrastructure (VMware)
4. Assist with infrastructure and cloud project planning
5. Responsible for enterprise software deployments in hybrid environments
6. Responsible for endpoint security and virus control
7. Assist the Network Administrator with cloud, infrastructure, and security projects
8. Assist with backup monitoring and maintenance
9. Configure and maintain group policy for the enterprise
10. Manage enterprise cloud and software licenses
11. Provide Escalation support and backup for Helpdesk

## Secondary Responsibilities

1. User Adds/Moves/Changes (Backup)
2. Assist with product recommendations and purchases
3. Mentor Helpdesk Administrator
4. Maintain high levels of internal customer satisfaction
5. Assist with technical training for staff
6. Provide weekly status reports on key metrics defined by IT Director
7. Assist with testing during project implementations

### **Association Wide Responsibilities & Values (expectations of everyone)**

1. Provide honest and ongoing communication as needed to support success throughout the organization
2. Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.
3. Provide high-quality products, reports, communications and projects for all audiences internally and externally.
4. Be fair, consistent, responsive and supportive of leaders, staff, board members, members and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence and impact upon the organization as a whole.
7. Foster cultural values, mission and overall organizational guidelines of PPAI.

### **Education Requirements**

<b>School/Certification Authority</b>	<b>Degree/ Certification</b>	<b>Major/ Minor</b>
College	B.S.	Information Technology
Or Equivalent IT Experience	5+ years	

### **Experience / Knowledge / Skills**

<b>Type of Work</b>	<b>Years of experience</b>	<b>Depth of Experience</b>
Microsoft Cloud Administration	5+	Advanced
Experience troubleshooting Microsoft Products	5+	Advanced
Experience with Active Directory	5+	Intermediate
Experience with Group Policy	5+	Intermediate
Strong Cyber Security knowledge	5+	Intermediate
Computer Troubleshooting	5+	Advanced
Network Troubleshooting	5+	Intermediate
Strong multitasking skills	5+	Advanced
Strong troubleshooting skills	5+	Advanced
Strong written and communication skills	5+	Intermediate
Customer Service	5+	Intermediate

## **Physical Requirements**

- \*Sitting: Moderate
- \*Standing: Moderate
- \*Lifting: Moderate
- \*Pushing/Pulling: Moderate
- \*Bending/Stooping: Moderate
- \*Extended work hours, extended weeks (endurance requirement): Light-Moderate

## **Work Environment**

- \*Office environment: Yes
- \*Trade show floor or event venues: Yes
- \*Temperature controlled environment: Yes
- \* Travel: Must be able to travel