



HARWOOD
INTERNATIONAL

HARWOOD INTERNATIONAL CAREERS

Systems Administrator I / II

Summary

The Systems Administrator is responsible for designing, organizing, modifying, and supporting Harwood International's computer systems. They ensure system hardware, operating systems and software systems adhere to organizational values to successfully enable Harwood Associates. They are attentive to detail and able to prioritize work in order to complete tasks in a timely manner.

Classification

Exempt / Salaried

Essential Functions

Job Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Systems administration to include hardware, software, and operating system installs, upgrades, patching, system performance and monitoring.
- System support/ administration in a Windows environment
- Disaster recovery is nice to have
- Data center maintenance, upgrades and migrations
- Support LANs, WANs, network segments, Internet, and intranet systems.
- Maintain system efficiency.
- Ensure design of system allows all components to work properly together.
- Troubleshoot problems reported by users.
- Make recommendations for future upgrades.
- Maintain network and system security.
- Analyze and isolate issues.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Identify user needs.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
- Design and deploy networks.
- Perform network address assignment.
- Assign routing protocols and routing table configuration.
- Assign configuration of authentication and authorization of directory services.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
- Maintain network servers such as file servers, VPN, gateways, intrusion detection systems.

- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
- Responding to system failures promptly to bring applications back online.
- Maintaining the operational status of servers and providing print support.
- Participating in monthly routine maintenance task
- Uses diagnostic routines to identify root causes of system malfunctions
- Utilizes computer outputs to assess system status and troubleshoot errors
- Utilizes maintenance laptop to diagnose malfunctions
- Analyzes system data and provides recommendations to resolve assigned computer system degradation and failures
- Follows all communications, operational and physical security requirements for the generation, handling, marking, controlling, protecting, and disposition of classified material and information

Competencies

- Computer Skills
- Dependability
- Job knowledge
- Managing Technology
- Problem Solving
- Product Knowledge
- Results Focus
- Sense of Urgency
- Technical Skills

Supervisory Responsibility

No

Work Environment

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Position Type and Expected Hours of Work

This is a full-time position; typical work hours and days are Monday through Friday, 8:30 a.m. to 5:30 p.m. May be some flexibility in hours required.

Required Education & Experience

- Bachelor's Degree in IT or related field
- Knowledge of hardware and software troubleshooting methods
- 2-4 years IT administrative experience or related
- PowerShell scripting knowledge
- Information Assurance Technical Level II requirements (Security + CE minimum)

Work Authorization/Clearance

Offers of employment are contingent upon satisfactorily passing the pre-hire background screening and will also take into account the results of any reference checks, behavioral interview results, and/or pre-hire tests or profiles.

AAP/EEO Statement

Harwood is committed to equal employment opportunity and will not discriminate against Associates or applicants in any terms and conditions of employment on the basis of any legally-recognized basis (protected classes) included but not limited to: age, race, color, religion, genetic information, sex, national origin, disability, ancestry, creed, marital status, sexual

orientation, or any other protected class under federal, state or local law. This non-discrimination policy extends to all terms, conditions and privileges of employment as well as the use of all Company facilities, participation in all Company-sponsored activities, and all employment actions, such as promotions, compensation, training, benefits and termination of employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, schedules, work hours, responsibilities and other work activities may change at any time with or without notice.

Please email your resume to nrungruangphol@harwoodinc.com