

**RSR GROUP, INC.
JOB DESCRIPTION**

POSITION TITLE: Systems Administrator

TITLE OF IMMEDIATE SUPERVISOR: Systems Manager

DATE SUBMITTED: August 2022

POSITION SUMMARY:

Installs, modifies, and makes all necessary repairs to personal computer hardware and software systems, and provides technical assistance and training to system users by performing the following duties.

REGULAR DUTIES AND RESPONSIBILITIES:

Inspects personal computer equipment and reads order sheet listing user requirements to prepare personal computer for installation.

Installs hardware and peripheral components such as monitors, keyboards, printers and disk drives.

Loads specified software packages such as operating systems, word processing and spreadsheet programs into computer.

Evaluates and installs new software releases, system upgrades and patches.

Performs analysis of new equipment and software for upcoming projects.

Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity.

Documents, tracks and monitors problems to ensure a timely resolution.

Responds to telephone calls, email and personnel requests for technical support concerning systems operation. Diagnoses system hardware, software and operator problems.

Coordinates activities with other personnel in information systems group.

Provides updates, status and completion information and problem-request tracking system to manager, and/or end users via voicemail, email or in person.

Replaces defective or inadequate software packages.

Assists in maintaining network infrastructure. Supports, monitors, tests and troubleshoots hardware and software problems pertaining to LAN. Provides end users support for LAN- based applications.

Responsible for dealing with hardware and software vendors as well as technical support issues.

Purchases computer-related hardware and software from various vendors.

Handles the RMA of all computer-related equipment.

Sets up and configures virtual machines through VMWare.

Designs and participates in failure and disaster recovery rehearsals using VMWare.

Responsible for responding to security system, fire system and equipment emergencies, which may include after-hours responses.

Oversees the physical property at headquarters, which includes ensuring the facility is within code, that the facility meets all safety requirements and that the facility and property are properly maintained.

Manages, plans and coordinates repair, maintenance and construction of facility and grounds to maintain efficiency and minimize business interruption.

Supervises staff in accordance with RSR Group's policies and applicable laws. This includes interviewing, hiring and training employees; planning, assigning and directing work; conducting timely performance evaluations; addressing complaints and resolving problems; and rewarding, counseling and terminating employees when warranted.

Properly documents performance issues, employee relations issues and any other employment concerns promptly and provides backup to HR for filing.

EMPLOYEES SUPERVISED: None

QUALIFICATIONS:

Bachelor's degree (B.A.) from a college or university and at least five years related experience and/or training; or equivalent combination of education and experience. Minimum 1+ years of VMWare experience. Strong written and verbal communication skills. Capable of working with dispersed teams. Experienced IT professional with a broad range of knowledge including but not limited to: Windows Server 2012-2019, Windows 10, Windows Storage Servers, Office365 administration, VoIP, Active Directory administration and VMWare.

Physical Demands:

While performing the duties of this job the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee is frequently required to lift up to 50 pounds. The vision requirements include: close vision and ability to adjust focus. The physical demands of this job are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DUTIES AND RESPONSIBILITIES MAY BE ADDED, DELETED, OR CHANGED AT ANY TIME AT THE DISCRETION OF THE MANAGEMENT, FORMALLY OR INFORMALLY, EITHER VERBALLY OR IN WRITING.