



Polar Communications Job Description

Job Title: Systems Administrator
Department: Operations Department
Reports To: IT Supervisor
FLSA Status: Exempt
Prepared By: Human Resources
Approved By: Chief Business Development Officer
Approved Date: 10.9.24

SUMMARY

Polar Communications is seeking an experienced Systems Administrator. This position will be responsible for installing, maintaining and supporting our critical IT hardware and software systems. The ideal candidate must have experience installing and supporting a Microsoft AD environment and have knowledge of enterprise networking, virtualization, storage, and backup operations.

The employee performing in this position will be directly responsible to the IT Supervisor or in his/her absence, to the Chief Business Development Officer (CBDO). The employee shall cooperate and work with all other departments for the maximum benefit of the company as directed by the CBDO.

The employee shall work a regular 40 hour week. This position does not qualify for overtime. The salary is to be determined by the General Manager/CEO in accordance with company policy.

The employee shall adhere to approved published company policies and safety standards at all times.

This employee must possess a positive attitude and have the ability to work and get along with other employees. As the opportunity arises, be able to meet with and deliver exceptional customer service to Polar's customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain internal IT infrastructure, including Windows and Linux servers, email systems, and backup.
- Maintain and support a Microsoft AD environment, as well as enterprise datacenter, storage, and backup systems
- Perform server administration tasks (ex: user/group, security permissions, group policies, print services); research event-log warnings and errors; and monitor resources to ensure that systems are performing optimally
- Take initiative to keep IT systems up to date.
- Monitor and respond to EDR and other security tool alerts

- Monitor data-center health and respond to hardware issues as they arise
- Perform after hours maintenance as necessary to keep systems and firmware up to date and replace hardware when required
- Act as level 2 support for IT specialists with laptop/desktop computer setups and issues
- May assist in the sales process, research, analysis, development of proposals for business customer's telecommunications needs including managed firewall backup and endpoint security. Makes recommendations and provides consultation in a professional and courteous manner.
- Communicates with business customers on needs to set up software and/or hardware devices on their network in an accurate and efficient manner. May provide customer training to ensure clear understanding of the equipment.
- Maintains accurate and current documentation of entire software and hardware LAN system; insuring that all products on the system are properly installed and meet licensing requirements.
- Obtains and monitors maintenance contracts in order to keep current and stay in compliance with requirements.
- Maintains up-to-date system documentation including all passwords and access rights.
- Documents and maintains adequate system security measures; including endpoint detection and provides authorized personnel remote access (Virtual Private Network).
- When requested, coordinates and assists other departments with system upgrades and documentation.
- Assists IT Supervisor with budget development and purchases.
- Reports any breach of security or unauthorized access to company files immediately in writing to IT Supervisor.
- Maintains strict confidentiality of computer records, access to system and passwords.
- Keeps the computer area and equipment clean and performs other operator maintenance functions regularly.
- Researches new technology in hardware and software products to meet task requirements in all departments and makes recommendations in selection of new hardware and software when appropriate.
- Working with business customers to help them comply with their security policies and keeping the IT leads informed of their security posture.
- Responsible for monitoring for vulnerabilities in networks, software systems and data centers with ongoing vulnerability scans, monitoring network data, and ensuring hardware and software applications are updated.
- Participate in audits of cyber programs and projects. Track audit findings and recommendations to ensure appropriate mitigation actions are taken.
- Help create, review, and update security policies, procedures, standards and guidelines.
- *Completes other duties as assigned by IT Supervisor.

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

SUPERVISORY RESPONSIBILITIES

This position does not have any supervisory responsibilities.

QUALIFICATIONS

- Knowledge of computer operating systems:

- Windows and Windows server
- VMware ESXi
- Linux
- MacOS
- Netapp
- Knowledge of Internet and network technologies and platforms such as:
 - Microsoft Active Directory
 - Group Policy
 - Exchange Email
 - Cisco IOS
 - Cisco UCS
 - Network Design
 - Disaster recovery
 - TCP/IP
 - Spanning-Tree
 - SSL
 - VPN
 - VLANs
 - Veeam
 - Server virtualization
 - Endpoint Detection and Response
- Skill in operating various equipment including but not limited to:
 - Routers
 - Switches
 - Firewalls
 - SAN storage
 - Blade servers
- Knowledge of ISP Network delivering voice and data services.
- Knowledge of best practices for security, maintenance, backups, and all proactive aspects of network maintenance
- Skill in reading and interpreting technical documents and information.
- Considerable knowledge of English, spelling, arithmetic and vocabulary.
- Considerable skill in communicating expectations with requests and projects and follow through to completion.
- Advanced reasoning ability with skill in identifying problems and resolutions.
- Considerable ability to communicate well with a positive and friendly manner, both orally and in writing.
- Considerable ability to maintain efficient workflow.
- Ability to pay close attention to detail and the ability to maintain memory for an attention to details.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Minimum of an Bachelors degree in Information Systems or related field. Five or more years of work related experience in a windows environment performing service administration duties and

providing hardware/software support. Preference will be given to individuals who have completed or are pursuing Cisco, A+, or Microsoft certifications.

CERTIFICATES, LICENSES, REGISTRATIONS.

A valid and insurable driver's license in good standing under the Company's insurance plan is required.