# JOB TITLE:    Senior Systems Administrator

# Reports To:   Vice President - Information Technology

## **Status:**  Exempt

## **Date:** 02/2020

**SUMMARY:**  Responsible for maintaining computer hardware, software, networks, telephone system, security system, and e-mail system and users.

**ESSENTIAL INSIDER RESPONSIBILITIES:** Adheres to established policies and procedures; keeps member account and *WEST*consin Credit Union information confidential; and handles personal finances in a businesslike manner.

**ESSENTIAL SERVICE RESPONSIBILITIES:** Greets members professionally and courteously whether in person, over the telephone, through electronic communication, or by letter; smiles and maintains eye contact for personal contact; wears *WEST*consin Credit Union name tag and uses members’ names; shows a desire to help by listening carefully to members; and thanks members after assisting them. Interacts with other *WEST*consin Credit Union employees with the same respect.

**ESSENTIAL SALES RESPONSIBILITIES:** Understands and offers *WEST*consin Credit Union products to members that will help them achieve financial success.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** may include the following. Other duties may be assigned.

1. recommends and installs new hardware and software releases, and system upgrades; and resolves hardware and software related problems
2. maintains company’s hardware and software to ensure that back end functions, systems, computers, servers, and peripheral equipment is operational and assists in maintaining wide area network and local area networks
3. partners with System Administrator in managing Active Directory including users, computers, group policies, sites, services, DNS, and DHCP
4. maintains and develops virtual environments, Hypervisor and servers
5. partners with System Administrator in performing system backups and recoveries; maintains data files; and monitors system configuration to ensure data integrity
6. assists IT Security Team in implementing recommendations from internal and external assessments and audits
7. maintains and configures Cloud Infrastructure including but not limited to Identity Management SaaS and IaaS solutions
8. maintains telephone system including telephones, servers, voice mail, recordings, software applications, and system configuration
9. assists in administration and configuration of CRM System
10. maintains and configures secure file transmission and automation
11. partners with System Administrator in maintaining and monitoring security systems; and oversees user updates and log retention
12. partners with System Administrator in maintaining and configuring client firewall including 3rd party VPN configuration for vendor user only and monitoring and backup of corporate firewall client
13. researches and diagnoses system problems; and troubleshoots, researches, and tests solutions
14. assists in implementing recommendations from internal and external assessments and audits; and updating security policies
15. assists managers in researching, developing, implementing and monitoring of new systems and products
16. assists employees in creating and maintaining web applications
17. trains and transfers technical knowledge to Information Technology Specialist(s) so they have the skills to provide level one technical support
18. assists Information Technology Specialist(s) with Help Desk tickets and provides second level technical support for *WEST*consin Credit Union systems users via remote access, e-mail, telephone, or on-site
19. keeps abreast of industry hardware and software developments; and recommends enhancements to system
20. sets and monitors personal goals
21. responds to employee and member questions, concerns, and complaints
22. completes annual training of all required compliance regulations, including the BSA, and adheres to the regulations
23. keeps supervisor informed of issues
24. recommends policy and procedure changes and additions
25. reads industry information and attends related courses, seminars and webinars
26. attends and participates in product knowledge, sales, and other meetings; and trains other *WEST*consin Credit Union employees
27. completes Online Training Assignments and participates in additional forms of personal development

**RESIDENCY REQUIREMENT:** None.

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

**EDUCATION AND EXPERIENCE:** Bachelor’s degree from four-year college, university or major certification and five years of related experience; or Associate’s degree from two-year college, technical school or minor certification and seven years of related experience; or nine years of related experience; or a combination of nine years of related education and experience.

**COMMUNICATION SKILLS:** Ability to read and interpret *WEST*consin Credit Union policy and procedure manuals and business periodicals; to write routine correspondence and reports; and to speak effectively before groups of members, outside contacts, and other *WEST*consin Credit Union employees.

**EQUIPMENT SKILLS:** Ability to operate and maintain multiline telephone system with voice mail; to operate fax machine, calculator, and copy machine; to install and maintain various types of hardware and software on computer system; and to type intermediate level documents in Microsoft Word and create intermediate level spreadsheets in Microsoft Excel.

**LICENSES REQUIRED:** Must have a valid driver's license.

**PHYSICAL DEMANDS:** The physical demands described here 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 employees with disabilities to perform the essential functions.

* Bending -will spend under 1/3 amount of time on the job
* Lifting -will spend under 1/3 amount of time on the job, may lift up to 50 pounds
* Reaching -will spend under 1/3 amount of time on the job
* Sitting -will spend under 1/3 amount of time on the job
* Standing -will spend under 1/3 amount of time on the job
* Walking -will spend under 1/3 amount of time on the job

**WORK ENVIRONMENT:** Work is performed largely in a pleasant office environment with minimal chance for personal injury and moderate noise level. There may be occasions when the work environment is stressful. Work hours will normally be from Monday through Saturday and may change depending upon our need. Occasional travel may be required. Reasonable accommodations may be made to enable employees with disabilities to perform the essential functions.