

Job Description: Systems Administrator-Managed Services

Company: PrimeLink, Inc
Office Location: Plattsburgh/Champlain, NY
Title: Managed Service Provider Systems Administrator
Job Type: Permanent

The Managed Services Provider Systems Administrator is responsible for administration, maintenance, and on-site installation of client networks and systems, Tier I and II phone support, service desk tickets, and email requests for technical assistance on a wide variety of hardware and software systems and applications. The position also will escalate any necessary issues to Managed Services Provider Systems Engineers. Consistent customer care, quality standards, and reporting requirements are core competencies of the position. Having the ability to adapt quickly to changing priorities and fluctuations in workflow are requirements as well as the ability to multitask. Systems Administrators are subject to shift changes to adapt to the business needs of the company. Qualified Systems Administrators will have a background in IT, computer systems engineering, or systems engineering and analysis.

Essential Duties and Responsibilities:

- Provide unsurpassed Tier I and Tier II support to clients, remotely and onsite, adhering to client SLAs
- Escalate as needed to Systems Engineers
- Install, administer, monitor, and maintain client data networks, PCs, servers, and associated systems and software
- Proactively identify and resolve client issues before they become problematic
- Automate as much of the day-to-day workflow as possible
- Monitor and maintain client backup systems
- Stay up-to-date on the latest technology trends
- Create and maintain the highest levels of client documentation
- Communicate and fully explain resolutions to clients across all technical skill levels
- Follow and maintain standard operating procedures for all aspects of the MSP
- Onboarding of new clients and other projects as needed
- Other duties as assigned

Required Qualifications:

- Excellent troubleshooting and analyzation skills
- Excellent documentation skills
- Excellent customer support skills
- Thorough knowledge of PC/server hardware installation, configuration, and repair
- Thorough knowledge of endpoint security systems and configuration
- Thorough knowledge of Microsoft Windows client operating systems (Windows 7 and newer)
- Functional knowledge of Microsoft Windows server operating systems (Server 2008 and newer)
- Functional knowledge of Microsoft Active Directory, Group Policy and associated technologies
- Functional knowledge of enterprise virtualization platforms

- Functional LAN networking and knowledge of ethernet switching, TCP/IP, routing, and UTM/NGFW, including VLANs and VPNs
- Functional knowledge of enterprise wireless networking
- Functional knowledge of enterprise level backup systems, particularly in a virtualized environment
- Functional knowledge of managing VoIP telephony systems
- Functional knowledge of SNMP-based network monitoring and management systems
- In-depth knowledge of client help-desk ticketing systems
- In-depth knowledge of Microsoft application suites such as Office

Preferred Skills:

- Experience with Sophos Central / Endpoint Management / Intercept X
- Experience with Sonicwall and/or Sophos UTM/NGFW
- Experience with HP/Aruba ProCurve and/or Ubiquiti switching
- Experience with Veeam and/or Replibit enterprise backup systems
- Experience with VMWare vSphere/ESXi virtualization platform
- Experience with Ubiquiti UniFi wireless platform
- Experience with Autotask Endpoint Management / Datto RMM

Education and/or Experience:

- Two year degree in Computer Science, Computer Information Systems, Information Technology or related field, four year preferred

And/Or

- Two or more years in a client-facing IT support or managed services technical support role