

## Copper Valley Long Distance

Position Title: Systems Administrator I Reports To: IT Manager	Department: IT FLSA Status: Non-Exempt
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### **General Summary:**

Assists with the operation, maintenance, and upgrades of Copper Valley Long Distance's (CVLD) internet access network. Maintains and upgrades hardware and applications systems. Ensures security and integrity of all systems. Researches and prepares cost estimates and recommendations for new services and enhancement for CVLD internet access network. Assists with installation and maintenance of systems at customer premises.

### **Essential Job Functions:**

- Assists with the operation, maintenance, and upgrades of Copper Valley Long Distance internet access network by maintaining access devices, routers, servers, and other equipment and systems. Develops and maintains application interface tools to provide ease in administration. Maintains and upgrades hardware and application systems. Ensures security and integrity of all systems.
- Researches, prepares, and designs costs estimates and recommendations for new services and enhancements for CVLD internet access network.
- Assists with development and maintenance of disaster recovery plans. Ensures system backups are scheduled, performed, and maintained according to plan.
- Assists with development of processes to monitor system performance and usage. Ensures adequate equipment, bandwidth and other resources are in service.
- Assists with installation and maintenance of systems at customer premises. Meets with customers to identify needs and requirements; evaluates, designs and prepares quotes for equipment and services; and implements systems and services on schedule and within budget. Ensures all network and security concerns are addressed.
- Assists with research and recommendations for new business lines. Conducts analyses of potential services and forwards to management for review. Assists in the development of business and marketing efforts for new and existing product lines. Assists with policy development for administering new and existing services.
- Performs all other related duties as assigned by management. \*

\*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.

**Knowledge, Skills, and Abilities:**

- Knowledge of LAN/WAN topologies, components, and protocols including Ethernet, Windows, UNIX, Linux, switches, routers, firewalls, VPN, subnettings, DNS, IIS, Apache, SMTP, ATM, TCP/IP, xDSL and HTML.
- Knowledge of personal computer components such as hard drives, random access memory chips, video cards and processor chips.
- Knowledge of company policies, procedures, products, and services.
- Skill in operating various office equipment such as personal computer, printer hardware, Microsoft Office, copier, shredder, various software programs, email, and telephone systems.
- Skill in oral and written communication.
- Ability to accurately analyze user processes and procedures and recommend appropriate cost-effective systems.
- Ability to plan and complete projects on time and within set budget amounts.
- Ability to organize and prioritize multiple projects.
- Ability to communicate with customers, employees, consultants, contractors, and various business contacts in a professional and courteous manner.
- Ability to sit or stand for most of the day while working on a computer with intermittent breaks.
- Ability to stoop, crawl under desks and reach equipment mounted on equipment racks.
- Ability to work extended hours with occasional travel.
- Ability to maintain confidentiality.
- Ability to work both independently and in a team environment.
- Ability to make sound decisions in high stress situations using information at hand.

- Ability to obtain and maintain a valid driver’s license.
- Ability to work with frequent interruptions.

**Education and Experience:**

Bachelor’s degree in Information Technology or related field plus four years progressive experience in computer operations, internet service provision, network administration, and/or computer programming. An equivalent combination of college study and experience may also be accepted. Microsoft MSCE, Solaris SCNA, and/or Cisco CCNA certification preferred.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling: Must be able to stoop, crawl under desks and tables.		X		
Lifting/Pulling/Pushing: Must be able to lift and transport records weighing up to 40 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions: may involve occasional exposure to some of the elements listed above.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.