

Great Place to Work® Institute, Inc  
Position Description: **Systems/Network Administrator**

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**Great Place to Work® Institute** is a research and management consultancy based in the US that has been identifying and researching great workplaces around the world for 25 years. Every year since 1998, we have produced the list of Fortune’s “100 Best Companies to Work for”® that appears in one of the magazine’s best selling annual issues. Based on learning from our work with best companies, Great Place to Work® Institute also provides consulting services that help companies to measure, benchmark, and positively impact employees’ experiences in their organization.

### Position Summary

The System Administrator is responsible for the provision of, installation/configuration, operation, and maintenance of systems hardware and software and related network infrastructure. The Institute is seeking a professional who can adhere to and foster openness, integrity, critical thinking, self-accountability, in association with a strong desire to contribute to create a hard working but fun team environment and to support team and individual success.

### General Areas of Responsibilities

- Troubleshoots problems with networks, web services, mail services and overall infrastructure
- Ensure complete and accurate documentation of network, servers, and procedures
- May lead or guide the work of other team members engaged in similar functions for the purpose of leading systems or network projects.
- Ensure systems and network direction aligns with vision and strategy as communicated by **CIO** and **Senior Systems Analyst**
- Monitor storage, processor, bandwidth capacity, providing written and verbal communications to **CIO and IT Team members** regarding trends analysis; enacts measures to use resources more effectively or to procure more resources
- Ensure appropriate level of network, systems, desktop and IT security based on IT Policies and Industry Best Practices
- Ensure appropriate and timely implementation of antivirus and security updates
- Support other team members as needed
- Ensure Active Directory policies support desktop environment to reduce user downtime, error, file loss
- Ensure upgrades to applications such as O/S, email, database are performed regularly
- Ensure server patches are implemented in a timely fashion and with adequate testing and review to prevent unexpected systems/applications failures
- Ensure backups are setup appropriately to prevent loss of company data and perform period tests/review regarding data retention, backup validity
- Ensure maximum server uptime in accordance to SLAs or as attained through best practices
- Monitor system logs and activity on all servers and network devices, reporting abnormal activity
- Support the implementation of software packages (in-house custom developed applications) to development/staging and production environments
- Ensure appropriate levels of configuration management to create repeatable processes and predictable success
- Ensure appropriate levels of fault tolerance and fail over in accordance with business risk assessment and business continuity planning
- Work with external vendor(s) to maintain extended network and infrastructure that includes shared resources/hosting of international applications
- Perform simple to moderate changes for firewall, routers/switches and VPN
- Ensure appropriate setup and changes made for external DNS
- Ensure all network configurations are routinely backed up

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- Design and implement network topography for internal and external systems and laptop connectivity In collaboration with the **IT Generalist**, analyzes and supports the implementation of infrastructure changes aimed at reducing Help Desk support and increasing overall end-user laptop satisfaction and productivity
- Act as secondary support to the **IT Generalist** for desktop support as required due to vacations/illness, or special circumstances

### Knowledge Requirements

- Software – Server: Windows Server 2003/2008, Active Directory, Group Policy, File & Print Services, Certificate Services, Exchange 2007, IIS 6.0/7.0/7.5, SQL Server 2005/2008, Data Protection Manager 2007, PowerShell/VBS Scripting (some Linux, Apache, MySQL experience a plus).
- Software – Client: Windows Vista/7, Office 2007, QuickBooks Enterprise, Adobe Acrobat, Internet Explorer, Firefox.
- Hardware: Dell Servers/Laptops, RAID 0/1/5/10 and storage configuration, APC UPS.
- Networking: Practical understanding of TCP/IP, network routing/ sub-netting, internet-facing DNS, e-mail flow, VPN (client & site-to-site), ISA 2006, SSL, web application deployment and security.
- 2-3 years of experience required, 3 + years preferred.
- MCITP Certification in applicable areas.
- System and Network Administrator in moderately complex environments.

### Skills & Abilities

- Apply and foster insightful and innovative technology skills within the technology team
- Participate in technical research and development to enable continuing innovation within the infrastructure.
- Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, IT policies, and industry Best Practices in design, security, and process/implementation.
- Approach systems and network projects with a strong business sense; taking the lead in ensuring clearly defined benefits, costs, and measures (metrics) of success.
- Use basic to moderate project management techniques to communicate and execute on projects.
- Proactively recommend growth/restricting options as needed and as part of the formal budget process, including recommendations to management and the IT team on systems upgrades, vendor products, and systems enhancements; monitor and ensure spending within IT budget.

### Other Skills Requirements

- Excellent troubleshooting, analysis, and critical thinking
  - Thrives on using external resources such as discussion groups, books, forums, technical sites and past experience to resolve new issues or develop new solutions
  - Excellent verbal and written communications skills, including the ability to succinctly summarize technical information in way that a broad audience can understand
  - Is able to produce a high volume of work without jeopardizing quality through self-developed techniques or adopted best practices
  - Acts with utmost integrity in handling sensitive data, upholding privacy
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Great Place to Work® Institute, Inc. is an Equal Opportunity Employer

**Application/ Contact Information**

If interested, please send your cover letter with salary requirements and resume as a Word attachments to [itjobs@greatplacetowork.com](mailto:itjobs@greatplacetowork.com). All submission should indicate Systems Network Administrator on the subject line. Resumes submitted without the listed requirements will not be considered.

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*The preceding functions may not be comprehensive in scope regarding work performed by an employee assigned to this position classification. Management reserves the right to add, modify, change or rescind the work assignments of this position. Management also reserves the right to make reasonable accommodations so that a qualified employee(s) can perform the essential functions of the position.*