



Job Description

JOB TITLE: Systems Administrator I

DEPARTMENT: Information Technology

REPORTS TO: Systems Analyst/Project Manager

FLSA STATUS: Exempt

LAST REVISION DATE: 02/03/2021

JOB SUMMARY

The Systems Administrator I is primarily responsible for tier one level of support for the bank daily hardware and software issues. This individual manages provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure for the bank. This individual will assist project teams with technical issues and support operations staff in executing, testing and rolling out of new hardware and software.

QUALIFICATIONS

- Associates degree in computer science is required.
- Working knowledge of microcomputer hardware/software, LANs and WANs and communications.
- Must have access to the most current trends in computer technology and know how to communicate changes and updates to users within the Bank.
- At least two years related experience is required, particularly in the area of end-user support with information systems.
- Experience in a banking environment is helpful.
- System trouble-shooting skills
- Time management skills
- Must be experienced in the areas of installation, operation and repair of computers.
- Proficient communication skills are important for technical support.
- Must be able to determine Bank needs in order to make recommendations for new or improved systems or products.

Other: A valid driver's license is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Responsibilities/Duties:

- Provide primary technical support to all employees in the bank
- Provide primary support in core applications in conjunction with the core vendor support staff
- Provides support for domain controllers, servers, PCs, printers, faxes, scanners, copiers, etc.
- Provides primary support as the primary Active Directory administration for their institution
- Is a global administrator to O365 management
- Administers management of virus and malware protection
- Manages user remote access
- Tests backup system by providing file restoration
- Manage patch management/inventory control system
- Manages reporting for all facets of the technology in the institution
- Ensures that IT operations and equipment follow applicable policies, procedures, and rules
- Maintains help desk portal with applicable ticket notes and knowledgebase articles
- Provides Security Awareness Training for their institution
- Provides rack/cabling management in the network rooms
- Provides vendor management services
- Participates in ITSC meetings and events
- Responsible for compliance within area of responsibility

Business Skills:

- Aptitude for providing excellent customer service
- Good communication skills, both written and verbal
- High level of problem-solving skills
- Excellent Telephone etiquette
- Excellent customer service skills
- Strong Technical aptitude
- Natural drive to learn more about technology and why software behaves the way it does.
- Experience troubleshooting or handling difficult situations with users is a must.
- Software is proprietary to Client so individual would need to go through training on special systems.

AAP/EEO STATEMENT

This statement of policy reaffirms South Atlantic Bank's policy of equal employment opportunity in employment, compensation, training, transfers, promotions and all other aspect of employment regardless of race, color, religion, national origin, age, sex, veteran status, physical or mental handicap/disability and to state that we do carry out this policy at South Atlantic Bank. This policy also applies to all company-sponsored activities such as educational programs, tuition aid and social and recreational activities.