



JOB DESCRIPTION

Title: Systems Administrator

Reports to: IT Manager

Department: IT

FLSA Status: Non-Exempt; Full-Time

GENERAL SUMMARY:

A systems administrator is part of the company's IT team that helps operations run efficiently. As a systems administrator, duties include creating and configuring end-users in Active Directory, updating software and hardware, updating or creating documentation, installing workstations and peripherals, installing and configuring software, monitoring system backups, and supporting non-technical employees with end-users' issues and tasks. Other duties may include training end-users on new applications or hardware.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Provision and configure new end-users in Active Directory, as well as deactivate end-users no longer employed
- Install and configure end-user workstations using Microsoft Windows 10 and Active Directory
- Provide support to non-technical staff with various technical issues or concerns
- Monitor system backups to ensure redundancy with company data
- Provide maintenance and upgrades to software and operating systems
- Set up mobile phone and/or phone service for new employees
- Review and research IT services and vendors for potential implementation
- Monitor surveillance cameras and their functionality
- Assist the Senior Systems Administrator with hardware and networking upgrades or new software implementations
- Revise or create documentation when necessary
- Effectively communicate with staff in person, by text, via video or phone

EDUCATION/EXPERIENCE REQUIREMENTS:

- Associate's degree in computer science, management information systems, or related field, or similar certifications preferred
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups
- Two years of relevant experience with Microsoft Windows, Windows Server, Active Directory, Office 365, Printers/copiers/scanners
- Experience with Microsoft based environment using Hyper-V and Server 2019-2025
- Experience with Microsoft Windows 10/11 workstations



HOMELESS EMPOWERMENT PROGRAM

- Experience with Office 365, SharePoint, Exchange, and Teams
- Knowledge with the installation and configuration of printers, scanners, cameras on a workstation
- General knowledge of networking, LAN, DNS, DHCP, Wireless
- Knowledge of Active Directory and Group Policy
- Experience with antivirus software, web filtering, and email filtering
- Understanding of electronic faxing
- Experience with ManageEngine or other MSP

WORKING CONDITIONS:

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Ability to lift up to 70 pounds max with ease; Consistent and frequent lifting of 10-20 pounds required daily
- Position requires sitting, standing, bending, reaching, twisting, etc.
- Walking on uneven surfaces around campus
- Occasionally crawl into tight spaces or dirty areas

The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

Employee Signature

Date