



EXTERNAL JOB POSTING

GENERAL INFORMATION

Job Title:	IT System Administrator – Full Time 40hrs/wk
Location:	Rocky Hill, CT
FLSA Status:	Hourly/Non-exempt

POSITION SUMMARY

The IT System Administrator (SA) is responsible for effective provisioning, installation, configuration, operation, maintenance and monitoring of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff and CATIC Partners.

This individual will assist project teams with technical issues in the Initiation and Planning phases of our standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle.

This individual is accountable for all CATIC infrastructure systems, virtual or physical including servers, storage, switches, routers, LAN, WAN, SDWAN infrastructure across all locations. In addition, the incumbent is responsible for the maintenance of all personal computers and equipment throughout all departments in all locations, including branch offices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Engineering of solutions for various project and operational needs.
2. Installation support and ongoing operational maintenance for any/all systems, virtual or physical including servers, hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
3. Develop and maintain installation and configuration and maintenance procedures.
4. Contribute to and maintain system standards.
5. Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.
6. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.

7.	Participate within regular security monitoring activities to identify any possible vulnerabilities or intrusions.
8.	Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media or location to assure the integrity of data recovery and processes.
9.	Manage Azure and AD as needed in support of the above and our user base.
10.	Provide Tier III and other support per request. Investigate and troubleshoot issues.
11.	Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
12.	Responsible for protecting the privacy and security of personal information as detailed in the CATIC Financial, Inc. Comprehensive Written Information Security Plan.
13.	Responsible for maintaining the confidentiality of information entrusted to you by the Company, its business partners, suppliers, customers, or others related to the Company's business as detailed in the CATIC Financial, Inc. Employee Code of Ethics and Conduct, and the Financial Privacy Policy. Confidential information includes all non-public information that might be of use to competitors or harmful to the Company, or its business partners, suppliers or customers, if disclosed.
14.	Perform other duties as required and assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1.	Knowledge of computer and server maintenance, software support, network design, cabling, communications and hardware selections and installation
2.	Knowledge of scripting to aid in automation of manual tasks
3.	Knowledge of virtual environments (Hyper V preferred)
4.	Knowledge of storage technologies such as SAN infrastructure
5.	Superior customer service attitude
6.	Ability to meet deadlines and handle multiple tasks independently, on schedule
7.	Ability to work in a changing environment managing multiple tasks while maintaining attention to detail and workmanship quality
8.	Ability to quickly produce clearly written, well-organized documentation and communication
9.	Ability to communicate clearly with technical and non-technical audiences, both verbally and written
10.	Ability to rapidly absorb technical information
11.	Up to 10% travel throughout New England may be required

EDUCATION / TRAINING / OTHER RELEVANT EXPERIENCE

1.	Bachelor's degree in Computer Science with a minimum of 4 years in a Windows Systems & Networking support position or a minimum of 6 years within the IT infrastructure & networking fields with the ability to demonstrate competency with current technologies & concepts
2.	Technical background with a solid understanding of personal computers, software, hardware, peripherals, operating systems, Microsoft applications and networking environments is essential. Specific technologies include:
	- Currently supported versions of Microsoft Windows Server and Desktop Operating Systems both virtual and physical.
	- Currently supported versions of Microsoft Office Suite including Office 365.
	- Microsoft SQL Server

	- Microsoft Exchange Sever
3.	Familiarity with IP networking protocols
4.	Familiarity with network connectivity gear including routers, switches, firewalls, and physical topologies including LAN, WAN, SDWAN
5.	Relevant technical certifications a plus

EEO STATEMENT

CATIC Financial, Inc. and its subsidiaries are committed to providing equal employment opportunities to all employees and applicants for employment and to maintaining a work environment that is free from discrimination without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, we comply with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.