

Senior Systems Administrator

FLSA Status	Exempt
Reports to:	Director, Information Technology
Supervises:	N/A
Workplace:	Remote
Annual Base Salary Range:	\$80,000-\$105,000
Interested candidates should send cover letter and resume to hr@nysernet.org	

JOB SUMMARY

The Senior Systems Administrator is responsible for day-to-day operations and maintenance of NYSERNet's IT systems and services.

KEY RESPONSIBILITIES

IT Operations and Systems Management:

- Maintain the daily operations of all on-premise and cloud IT resources, ensuring the reliability, and performance of all IT systems and infrastructure.
- Work closely with network engineering, facilities and security team members and external partners to ensure seamless integration and operation of network, security and IT systems.
- Monitor system performance and respond to alerts and service disruptions to ensure efficient operation. Investigate, remediate, and provide Root Cause Analysis (RCA) for incident resolution.
- Install, configure, and maintain servers, both physical and virtual, ensuring optimal performance and security.
- Administer and maintain on premise and SaaS services.
- Administer and maintain Office365 environment.
- Administer and support enterprise-level applications and systems.
- In collaboration with the network engineering team, maintain servers for the monitoring and alerting that support the NYSERNet network.
- Contribute to project workload across the enterprise.
- Implement and maintain security controls in collaboration with the security team.
- Maintain comprehensive documentation for IT systems, assets, configurations, processes, and procedures.
- Analyze current IT resources and usage to forecast needs and recommend strategies to ensure the IT infrastructure can support future growth and changes.
- Adhere to established ticket systems, project management practices and methodologies.
- Stay up to date with emerging technologies and best practices and evaluate potential new solutions.

Desktop Support:

- Provide technical support to end-users for hardware, software, and network issues, ensuring timely and effective resolution of IT issues.
- Install, configure, and maintain desktop computers, laptops, printers, mobile devices and other peripherals.
- Assist users with software installations, updates, and troubleshooting.
- Develop and maintain comprehensive documentation for desktop configurations, processes, and procedures.
- Train and mentor end-users on best practices and efficient use of IT resources.

Maintenance and Support:

- Perform maintenance work to ensure the continuous operation of existing on-premise and cloud products.
- Implement upgrades and patches to IT systems to maintain optimal performance and security.
- Implement disaster recovery plans and backup procedures.
- Ensure regular backups are conducted and tested to guarantee data integrity, security and availability.
- Provide advanced technical support to end-users, troubleshooting hardware, software, and network issues.

Cross-Functional Collaboration:

- Collaborate with cross-functional teams, including security, network engineering and facilities, to ensure cohesive strategies and satisfactory operations.
- Communicate effectively with stakeholders, executives and end-users to provide updates, gather feedback and address concerns related to IT operations.
- Represent the company at industry conferences, community events, and networking functions, fostering positive relationships with community stakeholders and promoting NYSErNet's initiatives.

QUALIFICATIONS

- Bachelor's degree in information technology, computer science, or a related field not required, but preferred.
- 5+ years proven experience in IT operations, including systems administration.
- Experience with on-premise and cloud-based IT infrastructure, including Microsoft Azure, AWS.
- Experience in providing desktop support to end-users in a corporate environment.
- Strong background in systems engineering and disaster recovery/business continuity planning.
- Extensive experience managing on-premise and cloud-based IT infrastructure.
- Experience with desktop operating systems (Windows, macOS, Linux) and troubleshooting common issues.
- Strong critical thinking, problem-solving skills and ability to work under pressure.

- Excellent interpersonal and communication skills; ability to explain technical concepts to non-technical stakeholders.
- Ability to work independently while also working cohesively as part of a team and across departments.
- Ability to travel occasionally to the NYSERNet office.

WORKING CONDITIONS

- Remote position with flexible work hours.
- Close proximity to Syracuse, New York required for agile travel to the Syracuse office.
- Approximately 10-15% travel frequency.
- Occasional evening, night and weekend work needed.
- Ability to lift up to 25 lbs. and work with common hand and power tools.

ABOUT NYSENET

NYSERNet has and continues to deliver next-generation internet services to the research and education community for forty years. A trailblazer in research networking, NYSERNet is a member governed organization, with members from leading universities, colleges, K-12 schools, Regional Information Centers (RIC), museums, healthcare, and research institutions. NYSERNet is a vibrant, stable, and well-recognized organization, poised to further grow its services, membership and mission.

NYSERNet is a 501(c)3 private not-for-profit corporation created in service of advancing science, research and education.

NYSERNet is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, familial status, marital status, military service and veteran status, physical or mental disability, genetic information, domestic violence victim status, reproductive health decision-making, or any other characteristic protected by applicable federal, state or local laws and ordinances. NYSERNet is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.