



2400 Yoder Drive
Erie, PA 16506
Phone: [814] 833-7615

Summary: The System Administrator will perform daily IT functions and project related services that support effective and efficient operations of the Information Technology department. This strategic role will manage servers, design, and build network infrastructure, oversee network security, troubleshooting, resolving issues and interact with all departments and employees.

Essential Duties and Responsibilities

Tasks associated with this position include but are not limited to the following:

- Work closely with Project Leaders & Project Teams and our clients to provide excellent IT solutions
- Maintain and administer company networks, related computer hardware and systems software
- Troubleshoot problems with various systems.
- Build and Maintain VMware server installations
- Research new technology and make implementation recommendations
- Coordinate with vendors for support and services
- Provide support for Windows OS, Office365, Microsoft Dynamics, Microsoft Project & Several Engineering Design Software Packages
- Maintain consistent performance that meets or exceeds established departmental SLAs
- Interact with users and maintain documentation of ticket progress and resolution
- Provision new computer systems to end users and maintain equipment setup for hires & transfers
- Provide asset management support for Hardware & Software
- Provision mobile computing devices with familiarity with IOS
- Maintain security of network, servers and company data following established standards
- Create and maintain, active directory, group policy, DHCP and DNS setup on servers
- Provide support to end-users via, telephone, e-mail, IM, Remote or in person
- Fully document activities and designs: Systems, Processes, Network Diagrams & Change Management Controls
- Plan, coordinate, and implement network security measures to protect data, software, and hardware

Supervisory Responsibilities

- May require oversight of personnel, and various functions that result in delegation of actions to other company departments or dependencies.

Qualifications

- 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.

Education and/or Experience

- Bachelor's degree in Computer Science or Management Information Systems preferred.
- Associates degree in Computer Science or related field, three or more years' experience, or equivalent combination of education and experience



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Language Skills

- Bilingual speaking a plus but not required
- Ability to read and interpret documents
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups including management
- Ability to communicate in clear and concise manners

Mathematical Skills

- Basic math skills required

Reasoning Ability

- Ability to solve practical problems that arise on the job using various skill sets
- Ability to approach a problem from various ways to find the solution

Computer Skills

- Active Directory, Group Policy, DNS, DHCP
- Familiarity with CLI and PowerShell
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- ERP & MRP (IQMS experience a plus)

Other Skills and Abilities

- Ability to motivate oneself. Employee should be goal oriented. Performs functional responsibilities with little to no supervision. Excellent interpersonal, communication and organizational skills are required.
- May be required to work after normal business hours and weekends to support employee/business needs and special events.
- Ability to work independently
- Team player

Travel & Overtime Requirements

- Due to the Coronavirus Pandemic, there is no or limited travel at the present time.
- Periodic overnight travel is a requirement for this position. Depending on the customer, 25-50% travel may be required. The ability to fly on commercial airlines both domestically and internationally may be required.
- To accommodate support needs, it may be necessary to conduct meetings and/or conference calls outside of normal business hours

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 40 pounds.



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Work Environment

- Office and manufacturing environment
- The noise level in the work environment is usually quiet in the offices.
- May be required at times to work in manufacturing plant where noise levels are higher.
- Protective eye wear is necessary in designated areas.
- Closed toed footwear in plant is required.

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