

Job Description: IT Support – System Administrator

Position Summary

The ESVBA is looking for a service and results-oriented team player with experience in cybersecurity NIST framework, encryption, implementation of two-factor authentication systems, installation and maintenance of system software and hardware, and implementation of security measures to operate and maintain a 24x7 mission-critical infrastructure.

Responsibilities

- Install, configure, and maintain software and computer systems
- Provide support, guidance, and training for ESVBA staff users on PCs and required software applications
- Maintain ESVBA Office local area network (LAN), wide area network (WAN), wiring, switches, firewalls, peripherals, telecommunications systems, building surveillance and access systems, and staff and customer-facing systems.
- Deploy, upgrade, and maintain multiple virtual and physical servers and workstations in VMware, Linux, Mac, and Windows environments
- Utilize IT support ticket system to provide support and manage, track, document, and resolve support issues
- Perform system analysis, identify, troubleshoot, and resolve technical issues; research event-logs and errors; monitor resources
- Perform and monitor backup jobs, ensuring all required file systems and system data are successfully backed up
- Support and maintain cyber and physical security standards and policies, as well as security solutions including firewall, endpoint protection, email filtering, patching, and intrusion detection systems
- Develop technical assistance materials, including training materials, reference sheets, manuals, procedures, exercises, and visual displays
- Assist with testing, evaluation, and making decisions about new technology for the ESVBA
- Occasionally assist with customer network/IT support as needed

Physical Requirements

- Ability to climb, balance, stoop, kneel, crouch, crawl, reach, push, pull, lift, and grasp.
- Able to perform heavy work exerting up to 50 pounds of force occasionally, and/or up to 25 pounds of force constantly to move objects.
- Ability to report to ESVBA office in Exmore, VA (non-remote position) during open office hours with flexibility to respond to after-hours critical issues

Candidate Qualifications

Skills & Abilities

- High proficiency with Windows, Linux and Mac operating systems
- Highly detail and results oriented with excellent problem solving ability
- Ability to multi-task in a fast paced environment
- Strong verbal and written communications skills
- Ability to create and maintain engineering documentation
- Ability to work well in a limited structure, start-up environment

- Ability to interact professionally with ESVBA staff, customers, vendors, contractors and other required personnel, including over the phone
- Must comply with departmental and corporate internal controls and all internal controls processes
- Experience in Python or similar language needed; would require candidate to complete certification as part of hiring if not already in candidate's resume
- Technology certifications highly preferred: A+, Network+, Security+, Microsoft, VMware, Cisco, etc.

Job Experience

- Minimum of five (5) years experience in technology and support; experience in systems and systems administration preferred

Education

- Minimum of a 2-year associate college degree in computer science information systems, information technology or computer engineering. A 4-year bachelor's degree is preferred.