JOB TITLE: IT SYSTEMS ADMINISTRATOR

REPORTS TO: IT MANAGER

Revision Date: 06/2025
JOB FUNCTION: To administrate IT hardware and software systems throughout the organization

DUTIES AND RESPONSIBILITIES:

Network Administration
- Configure, test, install, monitor and maintain network switches, routers, firewalls and related hardware.
- Maximize network and data security through network architecture and security configuration, including PCI compliance standards.
- Configure, test, install and maintain additional integrated hardware such as Phone Systems, Copiers, Security Systems, Scales, DVRs/NVRs, and a wide variety of other networked devices and systems.

Servers and Software Environment
- Configure, test, install, monitor and maintain Microsoft Windows environment, physical and virtual servers, Active Directory and Group Policy management.
- Plan and implement server and workstation hardware and software maintenance and upgrades, coordinating outside vendor assistance as needed.
- Microsoft Exchange Administration
- Backup and Disaster Recovery Architecture
- Server hardware configuration, installation, and maintenance

IT DEPARTMENT TEAMWORK AND PROJECTS
- Assist the IT Department with various system upgrade, enhancement, or replacement projects, software evaluation and standardization, and other projects.
- Work with IT Department to develop, implement and streamline support procedures.
- Work on databases, application development, and integration projects as needed.

KNOWLEDGE, SKILLS, ABILITIES:
- Experience with advanced networking technologies. (Such as: Sonicwall firewalls, VLANs, WANs, QoS, OSPF, VoIP, SysLog, SNMP, NTP, VPNs, etc.)
- Experience with a wide variety of network software and operating system technologies. (Such as: Hyper-V Virtualization, Domain Naming System (DNS), Windows Server Update Services (WSUS), Remote Desktop Services (RDS), Key Management Services (KMS), Internet Information Services (IIS), Active Directory Certificate Services (ADCS), Distributed File System (DFS) , Software Restriction Policies (SRP), Windows Advanced Firewall (WAF), Windows Management Instrumentation (WMI), NT File System (NTFS) permissions, SQL Replication, etc.)
- Experience managing on premise Active Directory domains.
- Experience managing Microsoft 365 cloud based or hybrid domains preferred.
- Familiarity with a wide variety of computer hardware, including servers, workstations, and other networked devices.
- Familiarity with a variety of programming languages: SQL, VB, C#, HTML, Javascript, Windows Powershell, etc.
- Advanced experience with popular software technologies such as Windows operating systems, Microsoft Office applications, web browsers, etc.
- Some retail POS (Point of Sale) System experience preferred.
- Ability to learn new computer programs, platforms, and technologies quickly.
- Ability to solve problems, move into action and quickly implement solutions.
- Outstanding attention to detail and organizational skills.
- Ability to handle multiple demands, tasks, and projects, work under time pressures, and meet deadlines.
- Willingness to be open, to learn, and take on new responsibilities.
- Ability to set up and follow through on systems and procedures.
- Demonstrate objectivity, neutrality and calmness under pressure.
- Regular, predictable attendance.
- Effective communication and writing skills in English.
- Ability to read and comprehend instructions.
- Demonstrate accuracy and thoroughness in the outcomes of all work.

SAFETY
- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Standing, walking, bending, sitting, reaching.
- Using hands or fingers to handle or feel.
- Ability to look at computer screens for long periods of time.
- Use of sharp cutting instruments.
- Ability to climb up and down ladders.
- Ability to lift up to 60 lbs.
- Ability to work a flexible schedule, with occasional after hours, at multiple locations, at needed.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Food Co-op reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.