

System Administrator

We are seeking the “sysadmin of last resort.” You know who you are – the jack of all trades, down to earth problem solver who loves to wrestle complex issues and leave clients so impressed they take down your direct extension and break our support protocols seeking you out directly instead of properly entering our support queue.

In addition to handling Help Desk Team ticket escalations, our System Administrators work to handle deep systems issues. Their skills are tailored to ensure seamless upgrades across systems, proper system architecture design and implementation. System Administrators may also assist end-users and VIPs directly by providing prompt, courteous service in easy to understand terms and indirectly by remediating alert generated issues across client networks to ensure network performance, security and integrity.

While generally in-house, our System Administrators may at times visit clients located primarily in or around Chittenden County. System Administrators also occasionally share in a rotational pool for responding to off-hours emergency issues/alerts.

Responsibilities

The System Administrator position requires a deep understanding of theoretical and practical technology usage across large and small organizations. The right individual will be able to bring reactive issues to close, either themselves or through bringing in the right vendors and has an appreciation for documentation.

A list of job responsibilities include:

- Support and implementation of Microsoft technologies including Active Directory, DNS, DHCP, Group Policy, Hyper-V, Windows registry and NPS.
- Push through vendor resistance to ensure a switch resolution to tickets.
- Assist in tackling network issues across a variety of hardware platforms through practical knowledge of VLANs, TCP/IP v4/v6, QoS, DSCP, VPN, NAT, routing and wireless technologies.
- Implementation, support and maintenance of mail services for clients running Microsoft Office 365 and Microsoft Exchange.
- Perform hardware troubleshooting with aiding on-site technicians as well as clients.
- Handle help desk team service ticket escalations.
- Work with VIP clients to break apart complex information and relay in a way they can easily understand.
- Identify areas for improvement at both clients and internally while working on issues.

Requirements

Candidates should demonstrate knowledge of systems, software and architecture in business environments and be adept at handling complex issues. Prior MSP experience is highly preferred but not required. The right candidate will showcase a wide array of technical talents allowing them to handle a wide array of issues.

Potential applicants may be required to go on-site for support issues. In addition, on-call duties may require an on-site presence on rare occasion. As a result, reliable transportation is required for this position.

As with all our positions, a personal background check is required prior to employment.

Among other criteria, the below requirements will be evaluated in accessing applicants:

- Strong reasoning and troubleshooting skills.
- Wide array of technical knowledge sufficient to perform the noted responsibilities.
- Excellent verbal and written communication skills.
- An ability to break apart complex tasks so they are easy to understand for clients.
- Strong customer service skills.
- Excellent analytical and problem-solving skills.

About simpleroute

Started in 2009, simpleroute is one of Vermont's leading managed services firms with the sole aim to provide the best support possible for end-users. We do this through getting to know our clients, anticipating and meeting their needs and strong adherence to technical process and documentation standards. We offer a challenging yet fun atmosphere and provide ample opportunity for employees to grow both through education and project-based learning.

simpleroute offers several benefits including:

- 401k program with match
- Health, dental and vision programs
- Education opportunities and approved certification reimbursement
- Complementary gym membership
- Flexible and fun work environment
- Up to 4-weeks PTO with seniority
- One paid VTO (Volunteer Time Off) day
- Free airport parking when traveling

Interested Candidates

Please send a resume and cover letter to jobs@simpleroute.com and tell us how you can help us provide the best IT services possible.