JOB DESCRIPTION
UPIC SOLUTIONS, INC

POSITION TITLE: Lead System Administrator
REPORTS TO: Chief Service Officer

POSITION SUMMARY:
Responsible for monitoring and maintaining a complex, multi-site, Windows network environment.

KEY RESPONSIBILITY AREAS:
- Takes a lead role with minimal supervision in remediation of all system failures, logging all failures, documenting work procedures and system configuration.
- OS level application support, network and server monitoring and performance tuning.
- Installation and configuration of Windows OS, services and applications.
- Administration of Windows OS, IIS, Exchange, Terminal Services, Active Directory, SQL Server and Applications.
- Support and troubleshooting from the OS, application and network level; resolves system hardware, software and networking issues; configuring, optimizing, fine-tuning and monitoring operating system software and servers; performing system backups and recovery and conducting server builds.
- Tier 2/3 support for technical support desk; resolves escalated service requests from end-users.
- Process improvement and automation.
- Technical input for service offerings and infrastructure.
- Supports initial setup of new customers through hands-on and arms-length configuration.
- Stays current on technology; brings innovation and industry leading ideas to the program.
- Willingly takes on new challenges as assigned.

REQUIRED BEHAVIORS:
- Contributes to a continuous learning environment.
- Works with others to establish and improve processes and procedures.
- Shares knowledge with others.
- Translates business and department’s needs into individual objectives.
- Contributes to team environment.
- Strong problem-solving and decision making skills.
- Strong communication skills – verbal, listening, written; keeps others informed and apprised, as appropriate; able to communicate complex information clearly and concisely.
- Strong customer orientation.
- Strong commitment to results with timely attention to detail and quality.
- Demonstrated ability to manage multiple priorities and projects.
- Strong interpersonal skills; ability to build and maintain relationships.

QUALIFICATIONS:
- Bachelor’s Degree in technical discipline.
- 6 or more years of progressively responsible experience in Windows Server and Desktop, IIS, Exchange, Terminal Services, Active Directory, SQL Server, and Application Administration.
- SQL Server 2005/2008 Administration.
- IIS 6.0 and 7.0 Administration.
- Windows scripting.
- Experience with building and maintaining Microsoft Terminal Services.
- System performance analysis, tuning and capacity planning.
• In-depth knowledge of x86 and x64 based hardware.
• Proven ability in Root Cause Analysis and low level troubleshooting.
• Installation, configuration and problem diagnosis/resolution of clustered systems.

OTHER REQUIREMENTS:
• Occasional travel to customer sites for new implementations or special projects.

HIGHLY DESIRABLE:
• Assist Infrastructure Practice Director in basic managerial duties, as delegated.
• Takes responsibility for significant projects within the group which may require taking a basic supervisory role of other internal and/or external team resources.