



POSITION DATA

JOB TITLE: IT System Administrator
DEPARTMENT: Operations
REPORTS TO: Senior Advisor for Operations
DATE: July 2017
STATUS: Full Time, Exempt

ORGANIZATION

Alamo Complex Management (“ACM”) is a 501(c)3 non-profit organization that is the official partner of the Texas General Land Office to manage the Alamo complex and tell the story of the Cradle of Texas Liberty to millions of visitors each year. It is a sister organization of the Alamo Endowment and the Remember the Alamo Foundation. The ACM staff mission is to create an unforgettable experience for visitors that teaches the Alamo’s 300-year history and honors those who paid the ultimate price in defense of the Alamo and the legacy of their heroism. ACM employs and manages the staff that administer the daily operating functions and visitor experience at this newly-recognized World Heritage Site.

POSITION SCOPE

The IT System Administrator will oversee all administrative, managerial, facility-integration, system-building, and performance-based aspects and will be responsible for designing, organizing, modifying, and supporting company's computers and IT systems as well as installation and maintenance of LANs, WANs, Internet and intranet systems, and network segments. The integral member of ACM's Operations team, models outstanding leadership, interpersonal skills, teamwork, superior judgment and decision making and commitment to the success of the team. Reviewing, pre-qualifying, final sourcing and managing of effective contractors for excellence in preventative maintenance of IT structures are key responsibilities. The IT System Administrator should provide ACM staff with necessary connectivity and applications to execute projects at a high quality professional level. This includes strategic planning, project management, and execution of goals as they relate to ACM's overall operational objectives.

DUTIES, RESPONSIBILITIES & ESSENTIAL FUNCTIONS

- Support LANs, WANs, network segments, Internet, and intranet systems.
- Maintain system efficiency.
- Ensure design of system allows all components to work properly together.
- Troubleshoot network & system issues reported by users. Identify user needs.
- Make recommendations for future upgrades.
- Maintain network and system security.
- Perform routine preventative maintenance on equipment.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance. Analyze and isolate issues.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.

Job Description
System Administrator (IT)

- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
- Manage all aspects of the networking platform, including viability and security
- Monitor active network and server infrastructure
- Install new equipment, and decommission equipment that is no longer functional
- Administer network security measures to prevent system interruptions or breaches
- Execute sensitive data backup and restoration procedures
- Document all technical procedures and user guides
- Ongoing negotiations with contractors for pricing adjustments
- Sets and tracks Key Point Indicators of contractor work
- Responsible for developing and maintaining relationships with third party vendors
- Managing responsible RFI's, RFQ's and RFP's where all information and bidding follow relevant laws and regulations and are strictly adhered to
- Tracks costs and service levels of contractors
- Provide input for the budget including explanations for deviations from budgets
- Provide Scope of work based on current programs/contracts
- Planning and collaboration on self perform versus contract usage with both options having cost analysis completed
- Onboarding and set up of new contractors
- Other duties as required

REQUIRED QUALIFICATIONS

- Bachelor's degree or equivalent work experience required
- At least two years of equivalent experience in IT services or a computer science-related field
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, and Outlook) required
- Exceptional organizational skills and the ability to prioritize, as well as adapt to the changing priorities of the business
- Two years minimum Office 365 experience
- Excellent technical knowledge of PC and desktop hardware
- Experience with SharePoint systems required
- Ideal candidate will be a proactive self-starter who excels at working in a dynamic and changing environment
- Excellent technical knowledge of PC internal components
- Hands-on hardware troubleshooting experience
- Extensive equipment support experience
- Working technical knowledge of current protocols, operating systems, and standards
- Ability to operate tools, components, and peripheral accessories
- Able to read and understand technical manuals and procedural documentation
- Ability to conduct research into PC issues and products as required
- Analytical and problem-solving abilities, with keen attention to detail
- Ability to respond to and prioritize a high volume of complex tasks in a face paced office
- Must have ability to communicate complex technical problems concisely and professionally to technical and non-technical audiences.
- Excellent problem-solving, communication and interpersonal skills are essential
- Ability to multi-task and to work well in a high-profile environment

Job Description
System Administrator (IT)

- Strong team-orientation and professional attitude
- Must be able to work independently to identify, isolate and perform root cause analysis of complex technical issues in a heterogeneous environment.
- Work with external vendors/consultants to diagnose complex problems and drive resolution.
- Supporting process improvements.
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals

LANGUAGE SKILLS & EMPLOYMENT AUTHORIZATION

- Must be able to speak, read, and write English
- Additional fluency in other languages is beneficial
- Must be able to provide documents establishing identity and eligibility to work in the United States.

GENERAL INFORMATION

- This is a full time position
- Work hours are 8:30am - 5:30pm
- We offer a competitive salary and full benefits package
- Please visit our web site at www.thealamo.org

HOW TO APPLY

- Please submit a resume and cover letter to jobs@thealamo.org by July 15, 2017
- Include job title in the email subject field
- Please indicate the location where job posting was seen

Alamo Complex Management is committed to workforce diversity. EEO

