Coast Central
Credit Union
Where YOU are central

JOB DESCRIPTION System Administrator (I)	
Department	Information Systems
Reports to	Manager, Information Systems
Supervises	N/A

Job Summary

Under limited supervision coordinates and performs analysis, implementation and maintenance of the credit union's server systems, applications, and software. Coordinates activities in support of organization strategic goals and objectives.

Essential Functions

- Administers, configures, and maintains Windows Server environments.
- Maintains, monitors, and troubleshoots **Citrix XenApp/XenDesktop** infrastructure.
- Deploys and manages virtual machines and resources using **Microsoft Hyper-V**
- Configures, tests, deploys and supports new Windows Laptops, Desktops, and Windows Thin Client workstations in accordance with security and system build standards.
- Manages **Active Directory**, DNS, DHCP, and Group Policy Objects (GPOs).
- Develops and maintains **PowerShell scripts** to automate routine tasks and system configurations.
- Troubleshoots, repairs, and works with vendors to support the credit union's phone system operations including internal phone communications, Member Support Center phone systems, external phone connections, and company cell phones.
- Implements continuous improvement in credit union disaster recovery / business continuity systems as directed by I.S. leadership.
- Manages proactive system alert mechanisms such as Nagios, Text Message Alerts, third-party notices, and other systems designed to warn about lost service.
- Analyzes and monitors system capabilities to maximize uptime, reduce lost service time, and avoid outages.
- Identifies areas of I.S. and credit union inefficiency and makes recommendations for improvement.

- Serves as a consultant and information resource to users.
- Assists the Service Desk with support issues and escalated problems as needed.
- Ensures all system updates and programs are fully tested prior to moving to a live environment and in accordance with established credit union standards.
- Performs reviews and analysis of documentation on software updates and system releases.
- Audits systems and software for license compliance, security readiness, and vulnerability concerns as directed by management.
- Provides guidance and assistance to the Service Desk and supports other members of the Information Systems team.
- Travels to all Member Service Branches and department locations as needed to support installed systems and correct problems.
- Attends out-of-area training and seminars (requiring overnight stays) as appropriate.
- Able to work flexible hours, including nights, weekends, and holidays as assigned.
- Performs other duties as assigned.

Required Knowledge, Skills, and Abilities

- As a direct contact person working closely with all levels of personnel, applicants, and outside vendors, must demonstrate excellent interpersonal skills and be able to communicate effectively both verbally and in writing with tact and professionalism.
- Understands and accurately responds to complex verbal and written communications with clear and accurate verbal and written responses.
- Operates, maintains and troubleshoots a variety of security hardware and software.
- Reads and comprehends technology and security manuals, instructions, correspondence and online documentation in support of current and new technology.
- Creates and edits technical documentation, providing understandable, grammatical and technically-accurate information for employees.
- Exercises mathematical and conceptual abilities in the development of cost/benefits analysis and other projects requiring abstract reasoning and judgment.
- Demonstrates a willingness and enthusiasm for learning and self-development.

Education and Experience

- Requires a college degree in Computer Science or related field or a combination of 2 to 4 years' equivalent experience and certifications.
- Requires knowledge and demonstrated experience in Windows System administration, including Windows Server, Windows Desktop operating systems, and Windows Domain operations.

- Experience with at least two of the following: Microsoft Server, Active Directory, SQL Server, Hyper V, Linux, Thin Clients, Citrix.
- Financial services experience preferred.

Additional Requirements

- Incumbent must be bondable.

Physical Demands

This is a moderately sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator at a reasonable speed, and to operate standard office equipment. Person(s) in this classification occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.