

<b>Job Title</b>	Systems Administrator I		
<b>Department/Group</b>	Technology Operations	<b>Position Type</b>	Full time
<b>Reports to:</b>	Technology Operations Manager	<b>FLSA Status</b>	Exempt
<b>Location</b>	Dallas, TX; Hybrid/Remote	<b>Supervises Direct:</b>	N/A
<b>Schedule</b>	Monday-Friday 8:30 AM – 5:30 PM; after hours/on-call rotation		
<b>Travel Required</b>	Moderate travel, including out of state, as required by assignment(s)		

## Job Description

### SUMMARY

America's Credit Union, a Dallas/Fort Worth, TX based credit union, is looking for a **Systems Administrator I** to join its Technology Operations Team.

The **SYSTEMS ADMINISTRATOR I** utilizes the latest in hardware and software to resolve technology-based challenges within a collaborative team-based environment. This will require a driven personality to keep abreast on the latest technologies to continuously learn, develop, and push America's Credit Union's enterprise systems, infrastructure, and network environment to increased availability, reliability, and connectivity.

This role will continually evolve through daily break/fix incidents, critical projects, and grow as a technical subject matter expert across a range of technologies: Data Center, Virtualization, Networking, Storage, Cloud, Security, and Microsoft technologies.

### ROLE AND RESPONSIBILITIES

- Provides Tier II support for computers, servers, and applications including troubleshooting issues, repairing hardware, and remediating problems.
- Administers and supports Microsoft 365 services, including Exchange Online, SharePoint Online, etc.
- Administers Windows Active Directory domain, sites, group policy objects, organizational units, groups, computers, and user objects.
- Administers vulnerability management by testing and deploying Microsoft, application, and third-party patches and upgrades via centralized deployment systems.
- Investigate and test new technologies for the credit union to meet or exceed member expectations; work with vendors to implement, address, coordinate new releases, patches, fixes, etc.
- Design, implement, and test upgrade paths for operating systems (OS), network, VoIP, security, hardware, and systems software.
- Provide systems metrics, root cause analysis and proactive monitoring; ensure the AmericasCU Disaster Recovery plan is compliant and accurate.
- Administers software licensing compliance on servers, workstations, and applications.
- Assist with managing the virtualization infrastructure.
- Work with the Technology Operations Team on security audit processes for all systems.

- Prepares technical documentation including deployment guides, troubleshooting guides, systems architecture documents, etc.
- Develop, implement, and improve systems administration processes and procedures.
- Respond rapidly to system maintenance needs, including on the occasional weekend and evening.
- Travel to AmericasCU locations and facilities to install, maintain, and troubleshoot enterprise technology systems and hardware.
- Manage backup process and perform data recoveries as needed.
- Respond rapidly to system maintenance needs, including on the occasional weekend and evening.
- Assist with managing the virtualization infrastructure.
- Work with the Technology Operations Team in developing System Administration procedures and objectives.
- Work with the Technology Operations Team on security audit processes for all systems.
- Make recommendations to management on improvement of policies and procedures.
- Assist and mentor team members with triage and resolutions.
- Other duties as assigned.

**KNOWLEDGE, EXPERIENCE & SKILLS**

- Bachelor's degree in Computer Science or related field preferred, or an equivalent combination of education and experience that provides the necessary skills and knowledge to satisfactorily perform the essential job functions.
- 3+ years of similar or related experience in the financial industry is required.
- Experience administering and supporting the Symitar data processor system is required.
- Strong communication skills (written, verbal, and listening) with specific ability to translate detailed technical details to a non-technical audience.
- Demonstrated knowledge and experience in regulations and best practices for technical deployments in a financial industry.
- Excellent analytical skills.
- Demonstrated experience and knowledge in systems, security, systems administration, Disaster Recovery, and/or server management.
- Demonstrated experience and knowledge of IT systems/data security as it relates to financial institutions or other industries that must comply with federal regulations.
- Demonstrated excellence in providing superb customer service.
- Ability to complete tasks with minimal supervision.
- Ability to maintain composure and think clearly in stressful situations.
- Ability to self-pace and take an active role in development of knowledge and skills.
- Excellent verbal and written communications skills.
- Excellent time management and organizational skills.
- Able to lift 50 lbs.