

## Job Description

**Title:** Systems Administrator  
**Division:** Technology Infrastructure  
**Status:** Full-time  
**Location:** Reston, VA

**Reports to:** Manager, Systems Engineering  
**FLSA Classification:** Salaried/Non-exempt  
**Salary Grade:** TBD  
**Travel:** 20%

**Purpose:** Under the direction of the Manager, Systems Engineering, the Systems Administrator provides second level phone and in-person support to users for e-mail, connectivity, networking, operating system, and application issues; responsible for generating support tickets, troubleshooting IT related problems and escalating trouble tickets as necessary to specialized staff for resolution. The Systems Administrator will also participate in project-based work such as upgrades, installations, etc. and must be effective in interpersonal communication and problem solving.

### Essential Duties and Responsibilities:

- Act as a subject matter expert/Tier II support for the desktop support team;
- Provide exceptional customer service to all users;
- Respond to inquiries and requests for assistance from end users via telephone, email and ticketing system;
- Troubleshooting basic issues on Windows Servers;
- Analyze/troubleshoot all levels of desktop, application and network issues;
- Document, track and monitor technical issues to ensure timely resolution;
- Provide timely and thorough input for regular status reporting;
- Provide computer hardware and software setup, repair, upgrading, and troubleshooting;
- Perform add/modify/delete of user profiles and accounts;
- Assist in help desk documentation;
- Phone/AV support;
- Mobile support for wireless devices;
- Perform other duties and special projects as required;
- Other duties as assigned.

### Qualifications:

- Excellent oral and communication skills (client-facing);
- 2-3 years' of relevant work experience managing a Microsoft Domain, Windows Servers, Exchange, VMware, and other mission critical enterprise level systems;
- 1+ year of experience supporting users in an Office 365 organization;
- Experience working with Cloud technologies and IaaS solutions;
- Candidate must be a quick learner with exceptional customer service skills;
- A pro-active mind-set with a focus on constant improvement and follow through at all levels;
- Strong technical problem-solving skills;
- In depth knowledge of the Microsoft suite products;

- Ability to take ownership of issues, work independently or escalate as needed, and find creative ways to resolve problems.

**Other desired knowledge, skills or attributes:**

- Experience with Symantec Endpoint Protection, Nagios Monitoring, KACE and JIRA ticketing systems a plus;
- Microsoft, VMware and Cloud Certifications preferred;
- Experience in working with or for a MSSP;
- Curiosity and strong desire to constantly learn;
- A self-starter with the ability to work in a fast paced and ever-changing environment;
- Strong ability to balance multiple priorities in a high demand environment.

**The overall well-being of our employees and their families is important, and Neovera provides many valuable benefits, programs and tools to help manage the various phases, developments, and priorities in your life which include:**

- Medical and dental insurance coverage;
- FSA- health and dependent care expenses;
- Telecommuting and work-life balance;
- Life insurance;
- Short and long-term disability insurance;
- Generous paid time off (vacation, sick, floating holidays);
- 401(k) retirement plan;
- Competitive base salary;
- Discounted gym membership.

**About Neovera:** Neovera is a trusted provider of complex hosting solutions, leveraging over a decade of unmatched technical expertise in IT consulting and infrastructure managed services. Headquartered in Reston, Virginia, Neovera's clients range from start-up and non-profit organizations, to global media, distance-learning, and financial institutions. Our goal is to assist clients in achieving superior return on their investment with the optimization and management of high-availability IT infrastructure solutions.

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