



SYSTEMS ADMINISTRATOR

DenaliTEK, a local, growing, dynamic Anchorage Information Technology Services employer, is seeking to fill a Systems Administrator position currently available. Requires a decent running vehicle, current insurance, and screening includes a background check and drug test.

DenaliTEK prides itself on excellent customer service and technological knowledge, and will win or lose depending on the level of customer service provided by its employees. An employee with DenaliTEK must remember that no level of technical excellence will make up for poor customer service. Customer service skills are a primary job requirement for employment at DenaliTEK.

Job Summary:

The System Administrator's role is to provide routine network and general computer support to DenaliTEK clients, in accordance with our proactive approach. Support work typically includes routine scheduled tasks, ad hoc requests, and emergency support.

RESPONSIBILITIES:

Outsource contracts for DenaliTEK clients typically include one or two scheduled visits per week. These visits are for a fixed time of day and day of week. The Systems Administrator's primary duty is to service these outsource contracts while keeping in constant communication with the Technical Services Manager.

The Systems Administrators secondary duties include handling unplanned service requests with DenaliTEK clients and potential clients. These unplanned service requests can be of the following nature:

- Service requests from DenaliTEK clients that cannot wait until the client's regularly scheduled visit. These are often emergencies.

- Service requests from DenaliTEK clients that do not currently have an outsource arrangement with regularly scheduled visits
- Proactively responding to alerts and potential problems prior to a regularly scheduled visit with a client
- Special project work for DenaliTEK clients
- Complimentary work such as free security evaluations for potential DenaliTEK clients
- Special tasks as assigned by the Technical Services Manager
- Usage of Remote Monitoring Software

Other duties may be assigned. Following are the responsibilities of the Systems' Administrator:

- Ensure all potential client problems are brought to the attention of the supervisor in a timely fashion.
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- Ensure change control procedures are followed with every clients system.
- Ensure regularly scheduled technical tasks as mutually defined by DenaliTEK and DenaliTEK's clients are accomplished on-time. In the event there is not ample time allotted, it is the responsibility of the Technician to bring it to the attention of the Technical Services Manager
- Reliably, completely and accurately document all billable or non-billable time.
- It is the Systems Administrator's responsibility to determine when a technical problem has exceeded their capabilities. These problems must be immediately escalated to the Technical Services Manager.
- Ensure the business continuity, disaster recovery and security goals as defined by the client are met. If these goals are in peril, it is the responsibility of the Technician to bring it to the attention of the supervisor.
- Ensure the documentation for the client's system is maintained per DenaliTEK's standards.
- Make recommendations as necessary to maintain the quality of the client relationship. Ensure that any potentially conflicting information or damaging information regarding DenaliTEK's relationship with the client is brought immediately to the attention of the Technical Services Manager.

- Ensure that all communication with the client is consistent with any communications between other DenaliTEK representative and that client. Any inconsistencies must be immediately brought to the attention of the supervisor.

QUALIFICATIONS

The following qualifications are desired for this position;

- High School diploma or equivalent (college degree preferred)
- Experience with small business network systems
- Working knowledge of the prevalent and latest Microsoft Windows workstation and server environments
- Working knowledge of Internet protocols (HTTP, TCP/IP, etc)
- The ability to configure and troubleshoot small business Internet connectivity and security
- Excellent customer service skills
- Responsiveness and proactive mindset
- Ability to prioritize tasks
- Excellent written and oral communications skills
- The proven ability to effectively document technical work
- A Microsoft Certified Professional (MCP) certification in a Microsoft Windows Server product is preferred but not required
- * A CCNA is preferred but not required
- At least three years experience supporting end-user networks in a Microsoft environment.

Candidates for this position will be expected to meet all of the above qualifications. Additionally, candidates should be deemed capable of achieving the following certifications during the first few months of their employment.

- CompTIA A+
- CompTIA Network A+
- Microsoft Certified Systems Engineer (MCSE)

COMMUNICATION

Systems Administrators working on outsource contracts for DenaliTEK clients will be expected to communicate with the Technical Services Manager daily. Speed of responsiveness is an important quality.

At the beginning of each visit, the Systems Administrator will coordinate with the client's primary contact. If the contact person is not available, the technician is expected to use their own judgment on how to prioritize the tasks for the visit.

The technician is also expected to communicate with the client's primary contact prior to leaving the site to summarize the day's activities. If the contact person is not available, the technician is expected to use their own judgment to determine if an e-mail, follow-up telephone call or other means of communication is required.

During the course of work, any problems or concerns about the client's system or factors that may affect DenaliTEK's relationship with the client (either technical or other) must be brought to the attention of the Technical Services Manager immediately.

Please be sure to reply online at www.denalitek.com. Your online application is essential if you want to get hired, you may also attach your resume there, but we ask all applicants to fully fill out the online application as well.