



WILLIAM H. SADLIER, INC JOB DESCRIPTION

Position: Systems Administrator

Department: IT

Reports To: Senior Director if IT

Summary:

William H. Sadlier, Inc. is actively looking for a Systems Administrator with significant NetSuite experience to help build and support its Corporate IT systems. The Systems Administrator will provide the design, implementation and support of Corporate IT software and hardware systems. This position, reporting to the Senior Director of IT, will be responsible and accountable for the installation, maintenance, and documentation, of all in-house systems, with a heavy emphasis on NetSuite.

The ideal candidate will be hands on, results driven, goal-oriented individual and a positive change agent that assists in maturing our Corporate IT systems while establishing and enhancing cross departmental relationships. A major component of the position will be support of our newly implemented NetSuite ERP and e-commerce system. This includes user support, problem resolution and prevention as a key part of this role and the candidate will be involved in the establishment of operational processes and tools to mitigate the frequency and duration of incidents. Working closely with all of our departments, the candidate will be responsible for helping implement future IT system projects to support our back-end systems.

Core Responsibilities:

- Administration and support of the new NetSuite implementation (primary responsibility)
- Helping administer, maintain and support Windows 10 and Mac OSX systems, software and end user support
- Administration and support of Sadlier's in-house systems including monitoring and responding to alerts in a timely fashion
- Planning and executing enterprise class projects to meet the security, architecture and data integrity requirements of the company
- Collaborating with IT leadership to produce consistency across all operational management procedures
- Ensuring proper release management and change control procedures are followed
- Maintenance of office backup system
- Hardware setup and maintenance for desktops and servers
- Installation, set-up, and troubleshooting of software for end user workstations and laptops

Company is an Equal Opportunity/Affirmative Action Employer.



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- Consulting with end-users to determine needs and providing user assistance and training
- Maintain and support Windows servers, as well as network infrastructure
- Manage Microsoft Active Directory (Group Policy)
- Web administration of Microsoft IIS
- Ability to work independently to meet goals and objectives with minimal supervision
- Corporate email account set up, password resets, and system backups
- Ability to work well under pressure, responding to critical requests calmly and efficiently
- Develop, document and maintain operational processes and procedures
- Monitor, maintain and support the performance and availability of the corporate servers and network infrastructure at various sites
- Maintain security by monitoring for malicious actions

Desired Skills:

- NetSuite
 - 3+ years hands on experience working in technical development and support of NetSuite
 - Train NetSuite users across the business
 - Determine new business requirements from all facets of the business
 - Develop reports and saved searches with various lines of business
 - Experience troubleshooting ERP issues
- 3-5 years of IT experience, including IT Services administration and support
- 3-5 years of Windows 2008/2012 Server administration experience
- Experience with the following technologies:
 - Server Infrastructure. 2008, 2012, 2016.
 - Client OS Windows 7, Windows 10, Mac OSX
 - Familiarity maintaining Dell Hardware
 - Familiarity with VMWare suite of products
 - Networking Infrastructure
 - Firewall configuration
 - McAfee antivirus
- Ability to develop, implement and maintain
 - Policies, procedures and internal documentation to ensure consistency and efficiency
 - Enterprise monitoring, alerting, proactive analytics, event correlation, and service desk integration
 - Capacity management plans and reporting
- Ability to present and collaborate effectively at various levels of the organization
- Must be a creative thinker along with the ability to adapt to business change and the Sadlier culture
- Strong Customer Support skills
- Knowledge of networking protocols including TCP/IP, DNS, DHCP, VOIP

Nice to have

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- Knowledge of Vjoon K4
- Experience Administering SQL Server databases