

**POSITION DESCRIPTION  
UPIC SOLUTIONS, INC**

**POSITION TITLE:** Senior Systems Administrator  
**UNIT/ORGANIZATION:** Technology Solutions  
**REPORTS TO:** Chief Technology Officer

**POSITION SUMMARY:** The Senior Systems Administrator will be responsible for monitoring and maintaining a complex, multi-site, Windows network environment. This includes taking a lead role with minimal supervision in remediation of all system failures, logging all failures, documenting work procedures, and system configuration. OS level application support, network and server monitoring and performance tuning. Administration of Windows OS, IIS, Exchange, Terminal Services, Active Directory, SQL Server and Applications. Installation and configuration of Windows OS, services, and applications.

**KEY RESPONSIBILITY AREAS:**

Weight	Responsibility
90%	<b>1. Systems Administration:</b> Administration of Windows OS, IIS, Exchange, Terminal Services, Active Directory, SQL Server and Applications. Support and troubleshooting from the OS, application, and network level. Tier 2/3 support for Help Desk. Process improvement and automation. Technical input for service offerings and infrastructure.
10%	<b>2. Customer Set-Up:</b> Supports initial setup of new customers through hands-on and arms length configuration. Process improvement and automation.

**JOB RELATIONSHIPS WITH:** Upic management team and personnel, all system users, software and hardware suppliers and service personnel, and existing Service Desk providers.

**MINIMUM QUALIFICATIONS:** Bachelor's degree in technical discipline desired. Six or more years of progressively responsible experience in Windows Server and Desktop, IIS, Exchange, Terminal Services, Active Directory, SQL Server, and Application Administration. Demonstrated ability to manage multiple priorities and projects. Proven technical documentation skills, excellent customer service, and ability to establish and maintain good interpersonal relationships desired.

- Windows Server 2003 and 2008 Administration
- SQL Server 2005 and 2008 Administration
- Exchange 2007 Administration
- IIS 6.0 and 7.0 Administration
- Windows XP, Vista, and 7 Administration
- Windows scripting
- Experience with building and maintaining Microsoft Terminal Services
- System performance analysis, tuning, and capacity planning.
- In-Depth knowledge of x86 and x64 based hardware
- Proven ability in Root Cause Analysis and low level troubleshooting.
- Installation, configuration, and problem diagnosis/resolution of clustered systems.
- Ability to bring innovation and industry leading ideas to the program.
- Excellent interpersonal, analytical, technical judgment, problem solving and verbal and written communication skills.
- Positive disposition to take on new challenges as assigned.