

## **IT Administrator Job Description**

We are looking for a highly capable IT Administrator to provide technical support for our staff. In this role, your duties will include ensuring optimal use of our hardware and software technologies, enhancing system performance, and securing data. You will also be required to advise on IT equipment and software upgrades.

To ensure success as an IT support specialist, you should possess extensive experience in providing information technology in a Civil Engineering environment. Top-notch IT support specialists contribute to increased productivity by ensuring that company IT systems run efficiently.

### **IT Administrator Requirements:**

- Experience installing/managing Civil Engineering computer programs, including but not limited to, Bentley products (MicroStation, GeoPAK, OpenRoads, OpenBridge, Flowmaster, ProjectWise), AutoDesk products (AutoCAD, Civil3d, Revit), ESRI products (ArcGIS) and Deltek Vision.
- Manage file server with proficiency at Windows Server 2019, vSphere, and Veeam. Experience with Meraki equipment a plus.
- Exceptional ability to provide technical support and resolve queries.
- In-depth knowledge of computer hardware, software, and networks.
- Manage printing, plotting, scanning, and copying systems.
- Ability to determine IT needs and train end-users.
- Experience in documenting processes and monitoring performance metrics.
- Ability to keep up with technical innovation and trends in IT support.
- Exceptional interpersonal and communication skills.
- Friendly demeanor who is customer-oriented and cool-tempered
- Excellent verbal and written communication skills.
- Proficient in Microsoft Office Suite, Adobe Creative Suites or related software.
- Thorough understanding of CIS principles, programs, policies, activities, and procedures.
- Excellent organizational skills, with the ability to prioritize work.
- Ability to explain technical problems and offer solutions to those without technological training.

### **Duties/Responsibilities:**

- Collaborates with users, vendors, and managers to understand and assess computing and system needs and requirements.
- Providing IT assistance to staff

- Understand the goals, policies, and procedures of the company and develop plans to implement these needs.
- Evaluates current technology use and needs of the company and recommends software and hardware improvements.
- Oversees backup, security, and user help systems.
- Remains current on advances in technology.
- Provides technical support to users.
- Prepares and delivers operational or project progress reports.
- Implements and oversees operational budget and expenditures.
- Training end-users on hardware functionality and software programs Monitoring hardware, software, and system performance metrics.
- Updating computer software and upgrading hardware and systems.
- Maintaining databases and ensuring system security.
- Documenting processes and performing diagnostic tests.
- Keeping track of technological advancements and trends in IT support.
- Performs other related duties as assigned.
- Maintenance of company website, currently using WordPress.

**Education and Experience:**

- A bachelor's degree in computer science or information technology. Also, a combination of education and experience is also acceptable.
- Minimum of 8 years of experience in IT support roles.

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

**Compensation:**

- \$60,000 to \$75,000 depending on experience
- 401k
- Health, vision, dental and life insurance
- PTO, starting at 120 hours per year
- Ten paid holidays