GEORGIA811
Utilities Protection Center, Inc.

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Too good to be True?

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We here at Georgia 811 offer all of this & More…

We are hiring for a System Analyst to be a part of our future:

Interested?

Please send your resume to:

employment@georgia811.com

System Administrator

General Responsibilities:
The System Administrator works within a close-knit IT team providing real-time support for all Network and System entities. Duties also include end user desktop support - therefore skill, patience, and tact are very important character traits for the System Administrator. The position works closely with teammates, other Business units, IT Management, and third party vendors. Good communication skills are a must!

The position is responsible for assisting the administration of all systems within the Technology Department, including but not limited to, management and administration of Network Security, Servers, SQL, Powershell, VMware ESXi environment, Network Storage, EqualLogic, Telecom (including VoIP and

sip trunks), Unified Messaging system, user workstations, Disaster Recovery, and application support.

Position Qualifications and Requirements:

- Minimum 2-3 years system administration.
- Knowledge of the following: Microsoft Active Directory, Group Policy, Exchange, SQL Server, Office, and SharePoint. VMware infrastructure and architecture. Windows 7,8,10 and Server 2008 R2 and 2012 R2.
- Excellent communications skills-both verbal and written.
- A self-starter and able to work independently.
- Participate in 24x7 on-call support rotation.

User Support:

- Assist in day to day user support and troubleshooting, including but not limited to, fielding helpdesk support calls, end user training, issue tracking and resolution.
- Assist in all day to day general desktop support as needed.

Administration:

- Assist in maintaining and administering all database and server backups as well as disaster recovery.
- Write and develop simle SQL queries to fulfill data requests.
- Assist in the day to day maintenance, administration, and troubleshooting of Virtual Servers, along with entire VMware virtual environment.
- Assist in day to day maintenance, administration, and troubleshooting of all Telecom related items.
- Assist in day to day maintenance, administration, and troubleshooting of Windows Servers, including IIS, SMTP, and DHCP.
- Assist in day to day maintenance, administration, and troubleshooting of Exchange email servers.
- Assist in day to day maintenance and administration of I3 (Interactive Intelligence) phone switch – with VoIP clients/users.
- Assist in day to day maintenance and administration of Cisco Firewall, Routers, and Switches.
- Assist in day to day maintenance and administration of SQL Server environments-including DB backup, updates, managing users, granting security privileges and general troubleshooting.

- Assist with software development environment.
- Assist with SSL certificates and security.

Training:
- Offer ongoing technical training as necessary for end users.

Public Relations:
- Communicate clearly and effectively with customers, technology vendors, members, excavators, and other users of the Contact Center.
- Assist dissatisfied users (both internal and external) and provide help in resolving complaints and other technical issues.