



POSITION TITLE:

IT Administrator

JOB PURPOSE:

Actively assist in the administration, installation, support and ongoing maintenance of Time Management Systems internal systems and networks. This includes customer systems and networks as it relates to Time Management Systems products and services.

ESSENTIAL FUNCTIONS:

- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, software deployment, security updates and patches for internal groups.
 - Provide support to customers regarding their servers, computers as it relates to Time Management Systems products and services.
 - Collaborate with Support and Project Specialist as needed to troubleshoot or install Time Management Systems software and hardware.
 - Serve as a point of contact for internal customers seeking assistance, over phone or emails.
 - Connect with internal and external customers to troubleshoot and resolve time and attendance software and hardware.
 - Resolve internal and external customer issues and relieve concerns.
 - Listen and collaborate with the customer in order to maintain their business and create a positive customer relationship.
 - Document each contact by keeping records of customer interactions or transactions, recording details of inquiries, complaints or comments as well as actions taken.
 - Prepare service tickets for customer related issues.
 - Follow-up with internal and external customers in a timely manner.
 - Serve as Time Management Systems' professional representative when communicating with customer in every channel.
 - Monitor Network performance and suggest improvement opportunities while maintaining network services us as file servers, VPN gateways, FTP servers, Web Servers and Mail Servers.
 - Identify peaks in network activity, mitigate attacks as they are detected, escalate attacks and ensure customer satisfaction.
 - Hands on experience with multiple operating systems, including but not limited to Microsoft and Linux/Unix.
 - Establish and maintain effective working relationships with other employees, vendors, contractors and customers.
 - Apply a positive customer service attitude in interactions with all internal and external customers.
 - Train as requested to develop and broaden skill set and to support customer demand.
 - Communicate effectively and professionally in all forms of communication with internal and external customers.
 - Adhere to Time Management Systems' privacy guidelines to ensure each customer's privacy.
 - Maintain regular attendance as required by your position.
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ADDITIONAL FUNCTIONS AND RESPONSIBILITIES:

- Make providing an extraordinary customer experience a daily focus.
- Embrace the culture of empowerment to do the right thing for our customers and company.
- Function as an effective team member while supporting the efforts and concepts of other departments.
- Possess strong verbal and written communication skills.
- Support the mission, vision, and values of Time Management Systems.
- Apply personal ethics, honesty, initiative, flexibility, responsibility and confidentiality in all areas of responsibility.
- Possess an enthusiastic, energetic, self-motivated, and detail-oriented approach towards work and all work projects.
- Possess strong problem solving and decision-making skills while using good judgment.
- Multi-task and change from one task to another without loss of efficiency or composure.
- Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.
- Identify opportunities for improvement while creating and implementing viable solutions
- Actively follow Time Management Systems' policies and procedures.
- Must be able to travel when necessary.
- Perform other duties as assigned.

Note: Management reserves the right to assign or reassign functions and responsibilities to this job description at any time.

EXPERIENCE AND EDUCATION:

- Bachelor's or Associates' Degree required.
- Knowledge of / experience with technologies including Windows Server, Active Directory and Network stack.
- Typing and email skills required.
- Minimum of 4 years of server and technical experience preferred.
- Excellent communications skills.
- Ability to adapt and excel in a fast-paced work environment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- The employee is occasionally required to reach with hands and arms, stoop, kneel, or crouch. The employee may occasionally lift and/or carry loads of up to 35 lbs.
- May remain at workstation for long periods at a time.
- Heavy keyboard/mouse usage required.
- The noise level in the work environment is moderate.
- Employees may be required to work in excess of 40 hours per week and other than normal business hours, such as holidays, evenings and weekends as business demands.

REPORTS TO: Director of Customer Support
WORK GROUP: Support

WAGE TYPE: Exempt
EEOC CODE:



The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for the job.

Time Management Systems will make reasonable accommodations in compliance with the Americans with Disabilities Act.