

**Document Control**

Reference: Job Vacancy

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**System Administrator**

Seeking a System Administrator for long term role located in Heraklion, Crete.

Ideal applicant would provide support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Helps research, plan and design for PC configurations. Provide problem-solving support to computer users in a timely manner assuring customer satisfaction. Tracks and monitors personal computer problems to ensure technically sound solutions. The System Administrator will be responsible for documenting processes and automating them, as required. This individual will also be part of a 24x7 on-call/teleworking rotation providing support for the production Windows systems.

**Basic responsibilities:**

- Software application installs
- Hardware imaging and installations
- Delivery/relocation and setup of computer system equipment
- On-site trouble-shooting for hardware and software related issues
- Map users' client machines to Network Printers
- Manage and maintain Active Directory Objects to ensure reliability and functionality for all users
- Maintain and verify Property Inventory information for computer system equipment
- Assist with inventory of Ops equipment storage areas
- Document all work completed via the Support Center Trouble Ticketing system
- Performs other duties and assignments as required

**In addition, System Administrator will:**

- Perform assisted network upgrades and modifications, including but not limited to installation and, or coordination of network
- Perform the installation, configuration and management of desktops and peripherals based on application vendor specifications and end user requirements
- Perform problem definition and resolution
- Perform software upgrade of appropriate security patches to desktop
- Assist with the evaluation of technical solutions
- Assist with the development of technical documentation, policies and procedures
- Communicate with vendors and 3rd party business partners
- Performs all other related duties as assigned
- Support LAN, WAN, network segments, intranet and internet systems.
- Maintain integrity of the network, server deployment and network security.
- Administer servers, storage devices, backup devices, VPN Gateways and wireless infrastructure.
- Research and recommend innovative, and where possible, automated processes for Systems Administrator tasks.
- Perform daily system and security monitoring.
- Perform regularly scheduled maintenance and upgrades on all servers, network and storage systems.

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**Required skills:**

- Experience with VMware and/or other virtualization technologies is a big plus.
- Allocation/provisioning NAS storage is also desirable.
- Experienced in setup of backup procedures.
- Accurate, efficient, and timely execution of tasks
- Excellent communication skills, both oral and written
- Effective time management and prioritization skills
- Must have extensive working knowledge of Microsoft
- Domain/Forest/Active Directory environments and Microsoft Exchange.
- Linux experience is also required.
- Must have experience with storage environments and virtualization technologies.

**Desired skills:**

- Previous experience working in a complex high availability data center environment
- ESX, Linux, UNIX knowledge and experience working within complex technical environments is a bonus, but hardware understanding critical.
- Education and/or certifications related to communications technology preferred – MTCNA
- Knowledge of Mikrotik routers.
- Experience with remote desktop tools as well as a wide variety of network based printers/copiers.
- Experience with diagnosing and resolving client computer and network connection issues as well as installation and configuration of client operating systems and various software applications.
- Ability to interact with customers via phone, email, or remote computer support, be a contributing team player, and interact at all levels of the organization.
- Ability to analyze and resolve both unique and repetitive desktop computer issues.
- Ability to troubleshoot standard Windows processes and tools.
- Performance tuning and system optimization.
- Experience with Windows utilities.
- Understanding of/experience with local/wide area networking concepts/protocols.
- Strong problem solving and troubleshooting skills.
- Systems Administration/System Engineer certification in Unix and Microsoft.

More info or CV submissions, please contact [Lefteris@cnet.gr](mailto:Lefteris@cnet.gr)