

# FirstRate



## System Administrator

Division/Dept: Application Service Provider (ASP)

Title: System Administrator

Type: Full-Time

### **JOB OVERVIEW**

First Rate is looking for someone who wants a small company experience working with the world's most successful investment management institution vendors in the great cities in America. The system administrator will install, configure and maintain servers; administrate, support, monitor, test and troubleshoot hardware and software problems pertaining to the ASP/Operations department; address complaints and resolve problems.

### **SPECIFIC RESPONSIBILITIES**

- Install new software releases, system upgrades
- Perform system back-ups and recovery, and password resets
- Troubleshoot connectivity issues and coordinate installations
- Maintain solid documentation, software upgrades, enterprise virus protection, error log review
- Provide standardization recommendations, security reviews and reporting
- Remain in control of system performance
- Evaluate and install patches and resolve software related problems
- Maintain data files and monitor system configuration to ensure data integrity
- Recommend and schedule repairs
- Provide end-user support for First Rate suite applications and underlying software
- Maintain and support database software; Microsoft SQL and Oracle.

### **QUALIFICATIONS**

- Excellent written and verbal communication skills
- Well developed interpersonal skills
- Possess problem resolution skills
- Work in a smoke-free environment
- Phone support skills, troubleshooting with clients on the phone, establish rapport with clients
- Knowledge of commonly-used concepts, practices, and procedures
- Acceptance of 24/7 on call rotation.
- The ability to work well in a team environment, as well as independently
- The ability and willingness to provide day-to-day monitoring and management of production, development and staging environments

- The ability to conduct routine hardware and software audits of servers for compliance with established standards and policies, configuration guidelines and procedures; perform capacity planning, carry out upgrades and infrastructure changes in support of growth; develop processes and policies surrounding server administration.
- A Bachelor's degree in a technical discipline or equivalent.
- 0-5 years system administration experience
- Experience with projects of moderate to high complexity and in multiple technologies and functions.
- Solid understanding of technical platforms and interfaces
- Excellent organizational and interpersonal skills
- Ability to coordinate and centralize multiple projects to evaluate resources
- Various Server platform experience: Microsoft NT, Microsoft 2000-2003, Exchange, etc.
- Symantec Norton Anti-Virus
- Must have experience with a variety of enterprise software packages: Microsoft Office Suite, ticketing systems, and databases associated with these packages for system performance and reliability issues.
- Able to gain experience in IIS, Active Directory, SCSI, RAID, SQL Server, Oracle, Microsoft Project, Arcserve, Visio, IBI Webfocus platform, Web technologies etc.

#### **Industry Certifications**

Any Cisco, Microsoft or Information Security technical certifications

- Microsoft Certified System Engineer (MCSE) 2000 or 2003 a plus
- Microsoft Certified System Administrator (MCSA) and/or Microsoft Certified Database Administrator (MCDBA) a plus
- Dell Certified Server Professional (DCSP) is a plus

#### **CONTACT INFORMATION**

**First Rate – HR Division**

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