



**Application Service Provider (ASP)  
System Administrator I**

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|---------------------|------------------|---------------------|-------------------------|
| Division/Department | <b>ASP</b>       | Date Last Modified: | <b>June 1, 2008</b>     |
| Type:               | <b>Full-Time</b> | Title               | <b>MD of Operations</b> |

**SUMMARY**

The ideal candidate must be able to perform system back-ups, password resets, troubleshoot connectivity issues, coordinate installations, problem resolution, strong communication, solid documentation, software upgrades, enterprise virus protection, error log review, provide standardization recommendations, security reviews, reporting and other duties as assigned. This person would be expected to remain in control of system performance. This position installs, configures and maintain servers. Administrates, supports, monitors, tests and troubleshoots hardware and software problems pertaining to the ASP/Operations department and addressing complaints and resolving problems. Acceptance of 24/7 on call rotation. Recommends and schedules repairs. Provides end users support for First Rate suite applications and underlying software. Maintenance and support of database software; Microsoft SQL and Oracle. Ability and willingness to provide day-to-day monitoring and management of production, development and staging environments is essential. Ability to conduct routine hardware and software audits of servers for compliance with established standards and policies, configuration guidelines and procedures; perform capacity planning, carrying out upgrades and infrastructure changes in support of growth; develop processes and policies surrounding server administration. Successful candidates will have excellent written and verbal communication skills, and well developed interpersonal skills. The ability to work well in a team environment, as well as independently, is a requirement.

**Job Function:**

- Install new software releases, system upgrades
- Evaluates and installs patches and resolves software related problems
- Performs system backups and recovery
- Maintains data files and monitors system configuration to ensure data integrity
- Phone support skills, troubleshooting with clients on the phone, establish rapport with clients
- Knowledge of commonly-used concepts, practices, and procedures.

**Job Skills:**

- A Bachelors degree in a technical discipline or equivalent.
- Experience with projects of moderate to high complexity and in multiple technologies and functions. Solid understanding of technical platforms and interfaces
- Industry Certifications: Any Cisco, Microsoft or Information Security technical certifications.
- Excellent organizational and interpersonal skills
- Ability to coordinate and centralize multiple projects to evaluate resources.

## **Job Requirements**

- Problem solving ability with the capability to multi-task
- 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.
- Excellent written and verbal communication skills.

## **Education / Experience:**

1. 4 year Bachelor's Degree required
2. 0-5 years system administration

## **Certifications:**

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

## **NON-SMOKER ONLY**

## **CONTACT INFORMATION**

First Rate – Human Resources Division

[HR@firstrate.com](mailto:HR@firstrate.com)

817-525-1900

or

## **MAIL TO:**

First Rate Careers

Human Resources

Post Office Box 200877

Arlington, TX 76006