JOB DESCRIPTION

Title: IT Administrator	Team: Information Technology
Reports to: IT Director	Status: Full-Time, Non-Exempt

Summary

The IT Administrator is responsible for overseeing the ongoing setup, configuration, diagnostics, and maintenance of the IT systems across all See Rock City, Inc. entities and locations. Under the direction of the IT Director, the IT Administrator is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the Culture of Excellence and leading in a manner that serves as an organizational model for the values.
- Facilitates/coordinates project management with IT Director, outside vendors, IT team, management, and others across the organization, as needed.
- Assists in implementing IT projects across the organization.
- Troubleshoots specific systems and processes, utilizing helpdesk software to bring issues to resolution and track effectiveness and timeliness for ongoing evaluation.
- Utilizing a variety of tools/systems, assembles data and generates reports related to help desk ticket completion, hardware inventory and location, lease renewal schedule, and others related to the IT function.
- Follows-up with end-users regarding IT needs and system refinement.
- Adheres to organizational processes and procedures, ensuring these are consistently followed at all times.
- Manages lifespan of I.T assets across all See Rock City, Inc. entities and locations.
- Manages helpdesk tickets in conjunction with offsite (3rd party) IT helpdesk partner.
- Specific technical responsibilities include:
  - Responsible for the proper function and design of LAN and WAN communications.
  - Defining and implementing Disaster Recovery and Business Continuity initiatives.
  - Develop documentation of network resources and IT specific job workflows.
  - Subject Matter Expert in Point-of-Sale (POS) and retail systems environments.
  - Compliance in PCI-DSS certifications and adherence to Cyber-Security policies
- Performs other duties as assigned by management.

Qualifications

- Bachelor's degree in related (IT) field, three to five years related experience; or equivalent combination of both.
- Possesses an outgoing, friendly personality and the desire to provide quality service to internal and external customers.
- Excellent written and verbal communication skills with the ability to convey a conservative and professional image to partners and guests.
- Must have A+ certification or be willing/able to obtain within 6 months.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; read and analyze business correspondence; to develop and write reports.
- Knowledgeable with VMWARE, Dell Switches, Cisco routers, Microsoft Windows Server, and MS Desktop Pro O/S
- Familiar with SQL and data analytics
- Familiar with Retail Environment Software, POS, Credit Card Terminals, label printers, etc.

- Ability to travel occasionally.
- Ability to multi-task and manage time effectively.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Must be able to lift/move up to 25 pounds. Required to stoop, kneel, or crouch occasionally. Required to walk trail regularly.