Job Description

Job Title: IT Systems Administrator

Reports To: Technology Services Manager

Department and Location: IT/ Nora Springs/Rudd/Truro/Virtual (Flexible schedule)

Salary: DOE

Prepared Date: November 2025

Basic Job Function:

To work with servers and network equipment as it relates to company(s) business. Plan, implement, troubleshoot and support projects for future developments of the network. Support ongoing efforts as they relate to sales and service culture and technology associated to maximize the experience. Develop strong working relationships with internal departments to maximize effectiveness of internal and external business systems.

Principal Duties and Responsibilities:

- Support and maintain corporate servers and software applications
  - VMWare
  - Veeam Backup Suite
  - iSCSI Storage Systems
  - Microsoft 365 services
  - Microsoft Server, ADFS and related items
  - Linux & FreeBSD Servers
  - Microsoft Terminal Server
  - LAN Network Security
  - VPN Access Technologies
- Maintain and control software updates and projects related to NISC billing systems
- PowerShell and other scripting abilities
- Aide in supporting other team members with Mobile Device Management systems
- Support and troubleshooting of Enterprise/Service Provider Network Systems
  - Juniper Networks experience preferred
  - SIP Voice experience preferred
- Work with adjacent departments when troubleshooting core systems
- Support LAN users and related technology items
- Troubleshoot & work with customers experiencing internet and video connectivity problems
- Support outside plant staff when working on customer trouble tickets
- Completion of customer service orders for IT
- Assist with Hosted PBX solutions
- Perform maintenance of critical systems outside normal business hours to minimize impact
- Be punctual and reliable for scheduled work hours and workdays

PHYSICAL REQUIREMENTS: Valid driver's license and the ability to travel to attend meetings as directed by management. The ability to lift 50-75lb's if needed. The ability to work long hours, including evenings and weekends. The ability to verbally communicate effectively with Supervisor, Managers, Directors and external audiences. The ability to conduct the function and responsibilities of the job.

Education, Certification and/or Training Qualifications:

- Technical degree/BA/BS in computer science or related field preferred or equivalent in work experience.
- Must have demonstrated competencies in network administration, installation, and support.
- Experience with computers and advanced PC skills with Microsoft Office Software products including Word, Excel, Power Point, and Outlook.
- Strong self-motivation with a driving desire for success and the ability to communicate effectively both orally and in writing.
- Proven attendance and dependability.
- Ability/desire to learn quickly.
- Ability to maintain composure while completing variety of tasks and collaborating with multiple customers in a fast-paced environment.

Working Conditions:

- Office-based with occasional work outside in variety of conditions
- Occasional travel to remote locations or client sites
- On-call availability for critical system issues and support escalation
- Long periods of sitting and/or standing, occasional climbing and crawling.

OMNITEL VALUES

- Positive attitude always.
- Active listening and participation always.
- Appropriate appearance always.
- Empathy, a genuine desire to help, and persistence always.
- Self-respect, respect of co-workers and customers always.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

_____ _____

Manager Signature *Employee Signature*

_____ _____

Date