



Systems Administrator

Our growing software technology firm is searching for a Systems Administrator to maintain the organization's computer systems, execute second tier technical support to our employees and clients, and assist our IT Manager on projects.

Summary/Objective

The Systems Administrator is responsible for ensuring the organization's computer systems are well-maintained and operate reliably. They are also responsible for second tier support for hardware, software installation, application services and general network troubleshooting for clients and in-house personnel. In addition to these items, they will also work with the IT Manager regarding in-house projects and other items as needed.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Perform Server and Network maintenance at both RFMS Corporate and CAF.
2. Responsible for implementation of new equipment (i.e. servers, workstations, printers, etc.).
3. Collaborate with other Systems Administrators and IT Manager on all IT Systems, including E-mail, Antivirus, Network, Internal and External Equipment (Printers, Computers, Servers, etc.), telecommunications, software and hardware maintenance, Backups, DB Checking and other offsite and onsite equipment.
4. Perform analysis of network architecture, integration and installation.
5. Responsible for security protocols (i.e. firewall, AV, email authentication).
6. Coordinates repairs and maintenance for RFMS Corporate ISP and other networking equipment.
7. Maintains RFMS Corporates internal server back-ups.
8. Implements new IT projects/programs, documents and trains users accordingly.
9. Assist IT Manager with projects and programs as needed for organization.
10. Responsible for assisting with Office 365 Management and Maintenance.
11. Serve as escalation, second tier support for Technical Support Specialists and Technical Application Specialists. Help Support Specialist analyze client needs using questions and other diagnostic means to provide a solution for their issue.

- Initiate and receive customer interaction in a prompt and friendly manner when client communication is needed. Ensure call resolution is documented in Zendesk.
12. Assist IT Manager with motivating and challenging the productivity of Technical Support Specialists and Technical Application Specialists. Be a team leader.
 13. Serves as a back-up to IT Manager on all hosted and cloud managed IT infrastructure.
 14. Assist with tradeshow equipment management and shipping as needed, including checking equipment in/out and verifying all parts and working condition. Maintain and enhance RFMS Corporate tradeshow inventory program as requested.
 15. Timely management of all Zendesk Support queues (I.e. Support and Personal). All queues should be reviewed frequently throughout the day.
 16. Understand hardware and network requirements for all programs and services utilized by these products.
 17. Troubleshoot and problem-solve issues related to install/setup of application services and core RFMS system.
 18. Coordinate requests for assistance that are outside the scope of the System Administrator to the appropriate colleague.
 19. Assist with client server migrations relating to RFMS database and folder as available.
 20. Ability to read Technical Documents, Manuals, and Guidelines, and comprehend/follow accordingly
 21. Ability to write technical articles for inclusion in system knowledge base. Writing must be clear, grammatically correct and relevant.
 22. Proficiency in using common PC-based software application including Microsoft Office tools such as Excel and web-based applications.
 23. Ability to diffuse tense situations and reflect a calm, professional manner.
 24. Responsible for maintaining current working knowledge of all system framework changes impacting the core RFMS software system and application services, as well as their operation and setup procedures.
 25. Initiates professional development and continuing education within the RFMS suite of products, as well as general applicable technology.
 26. Contribute to the unity, organization, and team atmosphere of the entire Software & IT Support team.
 27. Work in harmony with all RFMS guidelines and policies.
 28. Must use the latest technology/software that the company requires.

Competencies

1. Computer Literacy.
2. Technical Capabilities.
3. Equipment and Program Knowledge.
4. Customer/Client Focused.
5. Communication Proficiency, both Oral and Written.
6. Research.
7. Problem Solving.
8. Methodical Approach.
9. Detail Oriented.
10. Policies and Planning.
11. Business Acumen.
12. Confidentiality.

Required Education and Experience

1. High School Diploma
2. Minimum of 3 years of Systems Administrator or equivalent experience
3. Minimum of 2 years of IT customer support/service experience
4. Proficiency with SQL Server: Installation, Configuration, Backups, Restores, and Backup Verifications
5. Knowledge of the following: Remote Connectivity (Remote Desktop), SAN and NAS Networks, Domain Controllers, Backup Solutions, Services Installation/Removal, User Roles and Folder and User Permission Setting.
6. Experience with networking (workstations, servers and printers). As well as the ability to map network drives/printers and modify host files.
7. Install, Configure, Troubleshoot and Repair Network, software, workstation and printer issues
8. Proficient with both Hardware and Software Installation
9. Proficiency with the following Operating Systems: Server 2008, 2012, Windows 7, Windows 8, and Windows 10.
10. Efficient in the following: Firewalls, Routers, Virus and Adware Protection

EEO Statement

RFMS, Inc. is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

OUR COMPANY:

RFMS is the leading provider of business management and estimating software solutions for the floor covering industry. RFMS provides software, training, consulting and implementation services to more than 2,000 clients based in North America for more than 35 years. Our corporate office is based in Tuscaloosa, Alabama and the company employs 95+ employees throughout the US. Our company is growing at a rapid pace with divisions in New Zealand and distribution in Europe.

General benefits of employment include BCBS insurance (health/dental), vision insurance, company paid life insurance, 401K matching, Flexible Spending Account (FSA), profit sharing, holidays and vacation.

www.RFMS.com

Please apply by sending cover letter and resume to careers@rfms.com or contacting a Human Resources Coordinator.

Destiny Pollard

Human Resources Coordinator

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