



Job Title: System Administrator II
Department: Information Technology
Reports to: IT Infrastructure Manager

Position Summary:

This position is responsible for daily operations, maintenance, troubleshooting of the computer systems, applications, storage systems, and critical computer systems that are used to support business needs. This position installs, configures, and maintains applications running on RedHat and Windows servers. This position also assists with the responsibility of overseeing the overall welfare of corporate servers, storage systems, databases, applications, and supporting hardware. This position onboards new users, maintains a ticketing queue and assists other members of the team when required.

Essential Functions:

- Install and configure software applications to support business needs.
- Manage and install database applications and SQL server databases and provision security permissions.
- Patch and secure RedHat, Windows systems, and software applications running on those servers.
- Maintain and assist with SAN configuration, partitioning and backup.
- Backup server infrastructure and maintain tape rotation schedule.
- Assist with emergency backup systems (UPS, generator, disaster recovery location, etc.)
- Ensure all systems and software are updated on a timely basis.
- Assist with overall welfare of the computer system environment.
- Assist with procedures, programs and documentation for backup and restoration of host-based operating systems and applications.
- Test and improve disaster recovery processes quarterly and maintain logs of tests.
- Remain current with technological developments in systems administration technology and recommend ways to take advantage of new technology.
- Provides work direction to technical support personnel.



- Provide end-user support on an as-needed basis.
- Mentor other technical personnel on the usage, configuration, and maintenance of databases, storage systems, backup systems, operating systems, and supporting infrastructure.
- Coach, educate, and advise others on the configuration and maintenance of systems within assigned area of responsibility.

Job Qualifications

Education:

Bachelor's degree from an accredited college or university in Computer Science, Information Systems, or related field.

Experience:

7 years of directly related experience.

Required Skills/Abilities:

- Strong analytical and problem-solving skills
- Strong organizational skills
- Ability to build and maintain relationships with technical and non-technical personnel
- Ability to manage multiple tasks simultaneously
- Excellent verbal & written communication skills
- Ability to work as a team to accomplish larger goals and improve technical knowledge.
- Ability to work with third party vendors for support and technical issues.

Specialized Knowledge, Licenses, etc.:

- MS Office (Word, Excel, PowerPoint, Outlook)
- RedHat Linux Enterprise
- Windows Active Directory and Server (2008 and later)
- VMWare Server Virtualization
- SQL Server administration
- SAN administration
- Experience with enterprise backup systems
- Microsoft Azure and Cloud experience



- Certifications preferred

Values and Mission:

Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

Positive Attitude:

Develops and maintains positive working relationships with team members, customers, co-workers and management by demonstrating effective communication and collaborative skills.

Working Conditions:

- **NEW MEXICO MUTUAL** maintains general office conditions with light physical demands.
- Employees of **NEW MEXICO MUTUAL** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **NEW MEXICO MUTUAL** maintains a drug free environment; drug testing prior to employment as well as upon a work-related accident.
- Exposure to VDT screens.