



Senior IT Administrator

Award winning ThunderCat Technology is a Service-Disabled Veteran-Owned Small Business that delivers technology services and solutions to the federal government and Fortune 500 companies. Specifically, ThunderCat is a systems integrator that brings an innovative approach to solving customer problems in and around the datacenter by providing strategies for Data Storage, Networking, Security, and Applications. ThunderCat represents, distributes, integrates, and provides technologies from best of breed manufacturers. Clients include DHS, USACE, HHS, DLA, DFAS, FBI, NIH, Navy, Army, and VA. <http://www.thundercattech.com>.

IT Administrator is responsible for working a team of IT administrators and providing customer support in a fast-paced entrepreneurial IT company to users located in the office and at multiple external site locations. Responsible for maintaining the company IT environment to include administering Windows/Linux based servers, cloud offerings, security stack, configuring and monitoring virtual server deployments and infrastructure.

Primary Responsibilities

- Provide technical support to ThunderCat users across the entire network.
- Responsible for leading Windows related operational support activities (e.g., installation, configuration, and maintenance) including troubleshooting, software installation and general administration as well as user account management and password reset.
- Trouble/problem/service/change ticket generation and management utilizing ticketing system-logging requests from users.
- Establish and standardize IT procedures including documentation
- Responsible for maintaining Windows/Linux based servers, including troubleshooting, software installation and general administration.
- Monitor/Maintain security tools in line with data security best practices.
- Comply with company policies and procedures relating to security, confidentiality and data protection and report any concerns as appropriate.
- Obtain/Maintain professional certifications.
- Be an example for all in terms of ethics and compliance.
- Conduct yourself in a manner that is consistent with the Company's Code of Business Ethics and Conduct.
- Lead IT focused compliance efforts (ISO, CMMC)
- Lead, coordinate and participate in process improvement initiatives as related to the IT environments

Skills

- Troubleshooting hardware, software, and network issues.
- Knowledge of Palo Alto, Domain controllers, GPO, DNS, NTP, SSL certs, SQL, NetBackup, office automation applications.
- Experience with Office 365 and ADFS authentication
- Experience participating and preparing for internal IT Audits (specifically DFARs, ISO)
- Must be capable to recommend and perform maintenance independently, as required.
- Team Player – be willing to take on multiple roles to ensure success of ThunderCat.

Experience

- Bachelor's degree in a computer-related field preferred.
- Minimum of 4 years credible Windows/Linux system administration experience in an operational environment preferred.
- Experience with medium-large IT environment

Physical Demands and Work Environment

- Nights and Weekends will be required
- Work environment is an office atmosphere
- Frequent computer/keyboard usage
- Candidate may be required to lift up to 50 lbs.