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## **IT - Hardware & Application Support - IT Administrator/Support III**

Provides and updates documentation of network and operating procedures and guidelines. Performs security assessments and provide recommendations for existing configurations. Ensures a secure and robust environment for the administration system.

Performs maintenance on servers and desktops. Performs patch/security updates to physical and virtual servers. Ensures proper security protocols and guidelines are followed.

Protects the network from vulnerabilities.

Monitors and performs replication, backups and recovery. Monitors, improves and maintains the disaster-recovery environments. Uses project management tools and techniques to implement new initiatives. Reports project status. Works with end users or lower-level staff to achieve common goals.

Performs cost/benefit analysis of proposed IT projects. Provides system analysis/troubleshooting by reviewing logs and working with application teams on production issues. Leads projects for infrastructure and systems upgrades/implementations. Performs other duties as assigned.

Typically requires 5-7 years of experience.

Experienced level. Requires a strong understanding of discipline. Able to apply knowledge and experience to complex problems and develop recommendations.

Makes decisions within broad parameters. Acts as an informal resource for others with less experience.

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