



**Title:** IT Systems Administrator  
**Location:** East Lansing, Michigan  
**Function:** Group IT  
**Details:** Full Time, Salaried

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EDL owns and operates a global portfolio of power stations in Australia, North America and Europe. Our vision is to be the leading global producer of sustainable distributed energy. At EDL, we are playing a key role in the world's transition from traditional energy sources to decarbonised solutions.

Reporting to the US IT Team Lead, the IT Systems Administrator will be responsible for all IT functions for the location including upgrades and administration of networking infrastructure, server infrastructure, wireless, video conferencing solutions, CCTV, helpdesk tickets, etc.

### **Key Responsibilities**

#### *Front Line Services (Help Desk)*

- Responds to help desk requests by diagnosing and correcting technical problems and escalating tickets when required.
- Onsite service and support during office hours is a high priority. A flexible schedule will be considered after 90 days of demonstrated ability to provide a high level of customer service while in the office.
- Customer service skills must be excellent, candidate must own problems and see them through to a conclusion while maintaining communication with the end user.
- Mitigation and/or escalation of recurring technical malfunctions or problematic scenarios.
- Installs and maintains access devices, software, peripheral equipment, infrastructure hardware and software and perform system diagnosis.
- Coordinates maintenance and support for third-party technology products and services

#### *Technical Responsibilities*

- System administration and management of Microsoft operating systems and virtualization in a Hyper-V environment.
- Networking responsibility encompasses troubleshooting and configuration for vlans & subnetting, wifi, routing, physical cabling, etc.
- Provide support for and educate others in infrastructure administration; use of equipment, software, and manuals; modifying or updating hardware or software as required.
- Set up and configure user devices (PCs, cell phones, etc.)
- PC troubleshooting for end user devices and help desk system usage.

#### *Departmental Responsibilities*

- Liaise with other departments to help create IT solutions which help them to achieve their goals.
- Project planning related to the access devices, servers, and business system changes.
- Continuous improvement and mitigation of recurring IT issues.
- Develop best practice system administration and management processes in coordination with other business units and departments
- Prepare, manage, and maintain documentation relating to end user processes and procedures.

### *General*

- Conducts effective provisioning, installation/configuration, operation, and maintenance of systems, hardware, software, and related infrastructure in accordance with standards and project/operational requirements.
- Manages, performance tuning, resource optimisation backup and recovery processes.
- Recommends redesign and configuration of operating systems and system applications.
- Identifies methods, solutions and provides project leadership and management to deliver high quality services to line of business colleagues, business partners, customers, and suppliers.
- Document's procedures, programs, processes and appropriate protocols for Backup and Recovery, Business Continuity and Disaster Recovery of Microsoft operating system-based platforms, systems, services, and functionality
- Performs daily system monitoring, verifying the integrity and availability of hardware, software, systems, and key processes, reviewing log files, and verifying completion of scheduled jobs.

### **Qualifications and Experience**

- Degree qualifications in a technology related field, such as engineering, computer science or information technology or similar equivalent industry qualifications/experience.
- Microsoft Systems Administration/System Engineer certification a plus.
- Minimum of 5 years' experience working with a broad set of server, storage, appliance, and application/business services in a commercial workplace including Microsoft Active Directory, access devices, (Smartphones, PCs, Laptops) desktop and server operating systems, virtualization, security, telephony, and collaboration technologies.
- Minimum 5 years of experience and familiarity in assessing, deploying, administering, and troubleshooting Microsoft based services in a distributed (Regional and Remote) technology environment.
- Demonstrated experience and proficiency with a variety of inspection, analysis, reporting and alerting tools, utilities and techniques is required; as is experience and proficiency with designing, installing, configuring, and troubleshooting IT Applications and Infrastructure
- Knowledge of operating systems; current equipment and technologies, administration, backup and recovery procedures, and system performance monitoring tools; effective project management techniques; principles and practices of effective management and supervision

EDL is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer.

To apply, please send your current resume and cover letter to [employment@edlenergy.com](mailto:employment@edlenergy.com), referencing the title of this role.

**Applications close 10 September 2021 or until filled.**