

QCR Holdings, Inc.
Job Description

TITLE: Senior Systems Administrator

REPORTS TO: AVP, IT Operations Manager

DEPARTMENT: Information Services

LOCATION: Any of our Current Markets

JOB SUMMARY:

The objective of the Sr. Systems Administrator is to ensure the security, stability, integrity and efficient performance of the in-house systems that support core organizational functions.

Expected and acceptable system performance is benchmarked on the high availability and reliability of the various business applications installed in the environment. Adherence to policy, change control and regulatory requirements, to scheduled monitoring and maintenance and to standard documentation procedures of all software, hardware, and associated operating systems is required.

The Sr. Systems Administrator is responsible for participating in the planning and execution of all local disaster recovery testing and for follow up review and remediation where corrective actions are required and for disaster recovery and business continuity preparedness in order to efficiently re-establish operations in the event of a disruption, both minor and catastrophic.

This role requires proven professionalism and effective communication, analytical, problem-solving and team collaboration skills.

ESSENTIAL FUNCTIONS:

- Configure, deploy and manage servers and system infrastructure as required and according to standard operating procedures, compliance requirements and change control methodology.
- Ensure that services and infrastructure are able to deliver the agreed capacity and performance targets in a cost effective and timely manner.
- Support and maintain specific systems as assigned in adherence to standard operating procedures.
- Deploy new applications and enhancements to existing applications, software, and operating systems.
- Manage and support the company's primary, backup and archival storage solutions.
- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems.
- Collaborate with IT staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.
- Create and maintain documentation as it relates to system configuration, mapping, processes, and service records.
- Monitor and test system performance; prepare and deliver system performance statistics and reports.
- Conduct research on software and systems to justify recommendations and to support purchasing efforts. Perform cost-benefit and return on investment

analyses for proposed systems to aid management in making implementation decisions.

- Participate in ongoing Disaster Recovery planning and testing in order to ensure systems are available during an actual disaster situation.
- 24x7 on-call availability for one week at a time as assigned or as required depending on business requirements. Evening and weekend work required as needed.

QUALIFICATIONS:

- College degree in computer science or related field and/or five years related work experience.
- Extensive experience implementing and managing a VMware Virtual Server environment.
- Extensive experience implementing and managing an EMC Storage Area Network.
- Expertise in troubleshooting and resolving issues in an enterprise Citrix environment to include application performance issues as well as printing and provisioning issues.
- Working technical knowledge of Microsoft 365.
- Demonstrated experience in overseeing the design, development, and implementation of systems hardware, software and related products.
- Proven experience with capacity planning, systems planning, security principles, and general software management best practices.
- Working knowledge of current server and PC operating systems.
- Competence with testing, flowchart, and data mapping tools and procedures.
- Good project management skills.
- Excellent written, oral, and interpersonal communication skills.
- Ability to conduct research into systems issues and products as required.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self motivated and directed, with keen attention to detail.
- Proven analytical and creative problem-solving abilities.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.