

# **BULLEYE GLASS CO.**

## **JOB DESCRIPTION**

**Department:** General and Administration

**Position:** Systems Administrator

### **Lines of Responsibility**

Reports to: Controller

Supervises: None

### **Essential Job Functions**

End-User Support:

- Act as the primary point of contact for all technical issues, responding to and resolving hardware, software, and network problems for plant employees and retail locations.
- Install, configure, and maintain desktop computers, laptops, printers, and other office technology.
- Provide ongoing support and training to staff regarding the use of hardware, software, and systems to improve efficiency.
- Track and document technical issues, maintaining records of support requests and resolutions.

Systems Administration:

- Manage the entire IT infrastructure, including servers, network equipment, firewalls, and other core systems within the plant and remote locations.
- Administer and maintain Windows Servers, Active Directory, DNS, DHCP, file storage, and other key services.
- Perform routine system maintenance, applying security patches, upgrades, and backups to ensure data integrity and system availability.
- Monitor system and network performance, proactively identifying and resolving potential issues before they impact operations.
- Implement and enforce IT security protocols to safeguard systems and data from unauthorized access or cyber threats.
- Maintain technical documentation, including network diagrams, system configurations, and backup procedures.

- Support disaster recovery planning and testing, ensuring the continuity of operations in the event of a system failure or other disruption.

#### Additional Responsibilities:

- Design and implement new IT solutions to support the company's evolving technology needs and improve operational efficiency.
- Provide on-site IT support to retail locations, which will require occasional travel (approximately less than 5%).
- Stay current with IT industry trends, emerging technologies, and best practices, and recommend improvements to the plant's IT infrastructure.
- Be available for after-hours support and on-call duties to respond to critical system outages or other urgent IT matters. Eric – reword this?
- Knowledge and experience with MS SQL SERVER and relational databases a plus
- Manage and maintain Mitel phone system

#### Qualifications:

- Degree in Computer Science, Information Technology, or a related field (or equivalent work experience).
- 3+ years of experience in systems administration, desktop support, and network management, preferably in a manufacturing environment.
- Strong knowledge of Windows Server, Active Directory, DNS, DHCP, and network troubleshooting.
- Proficiency in installing, configuring, and maintaining desktop and mobile systems (Windows 10/11, macOS, and Android OS), as well as printers and peripheral devices.
- Experience with virtualization (VMware, Hyper-V), backup systems, and disaster recovery strategies.
- Strong understanding of IT security best practices, including firewalls, VPNs, and data protection.
- Familiarity with manufacturing software and ERP systems is a plus.
- Excellent organizational and multitasking skills, with attention to detail.
- Strong communication skills with the ability to explain technical concepts to non-technical users.

## Physical requirements / Use of Senses:

Sitting: Frequently. To accomplish necessary desk work.

Standing/walking: Occasionally. To move throughout employee work areas including stairs.

Lifting/carrying: Occasionally. Computer equipment and office supplies. Typical weight up to 50 lbs.

Handling/grasping: Frequently. Of concepts rather than physical objects. Still uses senses.

Speaking/hearing: Frequently. To speak with employees and outside IT consultants.

Finger dexterity: Very Frequently. Primarily typing / computer.

Near vision: Very Frequently. For computer entry.

Far vision: Occasionally. For maneuvering about the facility.

## **Mental requirements / Attributes**

Interaction with others: Frequently. To speak with employees and outside IT consultants.

Time/deadline/shift/overtime requirement: Frequently. Job requires considerable organization and time management.

Attention to detail: Frequently. Accuracy is critical for almost all phases of the job.

Critical judgment: Frequently. May need to identify problems or assess situations quickly.

Positive attitude: Continually. Essential while working in an environment with time stressors.

## **Operation of Equipment / Tools**

Computer: Frequently. This is the primary tool for network and/or coding applications.

Photocopier: Occasionally. To make copies of information and test application reports.

Writing instruments: Occasionally. To facilitate communication and for keeping notes.