



## *Job Description*

**Job Title:**     *Systems Administrator*

**Job Code**     **Job Grade \***

**Incumbent/Associate Name:**

**Location:** *San Francisco*

**FLSA Job Classification\*(3):**      *hourly*      *salaried non-exempt*      *exempt*

**DBI Job Classification (3):**      *full-time*      *auxiliary/part-time*      *temporary*

*\*determined by HR department/job evaluation process*

### **Reports to IT/Applications Manager**

**General Purpose:** *(Summarize overall purpose of job)*

*Provide computer support including technical assistance, installation, maintenance and the repair of services. Provide training and support on business systems.*

**Essential Functions:** *(Core duties or tasks that are fundamental to the performance of the job. That is, if an incumbent could not perform one or more essential functions, the job would not be done. Most jobs have three to eight essential functions. List, in order of importance, the percentage of time the incumbent will devote to each essential function).*

- |   | <i>% of Time</i> |
|---|------------------|
| <i>1. Identify, analyze, and resolve complex hardware, software and network problems in a timely manner.</i>  | <i>30%</i>       |
| <i>2. Maintain and support VIP hardware devices and business applications in Sales, Delivery and Warehouse operations departments.</i>  | <i>15%</i>       |
| <i>3. Train and educate users on PC applications and selected VIP business applications. Assist office managers and staff with hardware, software, networking and VIP program problems.</i> | <i>15%</i>       |
| <i>4. Assist in configuring WAN /LAN and wireless networks for associates in all locations.</i>   | <i>5%</i>        |
| <i>5. Coordinate installation of PC hardware, software, telecom and networking equipment to meet project needs.</i>   | <i>5%</i>        |
| <i>6. Effectively communicate work related issues and project status with other departments, DBI support center/management and supervisor in a timely manner.</i>                           | <i>5%</i>        |
| <i>7. Update and maintain configurations of existing systems, as necessary, to ensure proper operation.</i>   | <i>5%</i>        |
| <i>8. Maintain detailed documentation of computer hardware and software configurations, cell phones and mobile devices.</i>   | <i>5%</i>        |

**Secondary Functions:** *(Non-essential duties or tasks that are not fundamental to the performance of the job. That is, if an incumbent could not perform one or more secondary functions, the job would still get done. List in order of importance and the percentage of time that the incumbent will devote to each secondary function).*

	<i>% of Time</i>
1. Update and maintain communications infrastructure for responsible facilities, including the installation of hardware in data closets, making wire runs and wireless services available through building.	5%
2. Repair old equipment.	4%
3. Perform other duties as assigned.	3%
4. Communicate purchase recommendations to Supervisor/Management.	3%

*Qualifications/Basic Job Requirements: (Specify minimum number of years of job-related experience required; type of degree required; certificates/licensure. Specific skills required, e.g., computer programs, secretarial skills, special machines, etc.)*

**TRAVEL:**

*This position may require travel and/or overnight travel.*

**ADMINISTRATIVE SKILLS:**

*Complete company records accurately and in a timely manner. Complete all internal control records, forms and procedures properly and accurately. This includes complete documenting of trouble tickets.*

**FUNCTIONAL/TECHNICAL KNOWLEDGE:**

*Administration experience with Microsoft Exchange.*

*Installation and some networking experience.*

*1-2 + years of AS/400, other related database experience, using a distribution software system such as Vermont Information Processing (VIP) software.*

*1-4 + years of Windows 7/8/10 and Microsoft Office 2016 troubleshooting and supporting expertise.*

**COMMUNICATION SKILLS:**

*Communicates with supervisor, co-workers and other departments on work-related issues.*

*Effective verbal and written communication skills in a diverse range of audiences regarding technical information.*

**SKILLS SET COMPETENCIES:**

*Analytical and problem solving skills.*

*Good organizational skills, attention to detail and ability to maintain confidentiality.*

*Maintain a neat, well-groomed appearance creating a favorable public image and maintain proper conduct.*

**AREA OF REQUIRED KNOWLEDGE:**

*Bachelor's degree from an accredited college or university with major course work in business, information systems. Equivalent related work experience can be substituted for educational requirements.*

*MCP, MCSE or A+ PC and networking certifications preferred.*

*Physical Requirements:*

*These are physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or associate from the position. Upon request for a reasonable accommodation, the Company may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.*

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Seeing                                  | <input checked="" type="checkbox"/> Ability to Move Distances<br>Within and Between<br>Warehouses/Offices | <input checked="" type="checkbox"/> Lifting (specify)<br>50 Pounds on a regular basis and<br>170 Pounds on occasion |
| <input checked="" type="checkbox"/> Color Perception (Red,<br>Green, Amber) | <input checked="" type="checkbox"/> Climbing  | <input checked="" type="checkbox"/> Carrying (specify)<br>50 Pounds   |
| <input checked="" type="checkbox"/> Hearing/Listening                       | <input checked="" type="checkbox"/> Ability to Mount and<br>Dismount Forklift/Truck                       | <input checked="" type="checkbox"/> Driving (local/over the road)   |
| <input checked="" type="checkbox"/> Clear Speech                            | <input checked="" type="checkbox"/> Pushing/Pulling   | <input checked="" type="checkbox"/> Bend, squat, sit and stand for<br>prolonged periods of time                     |
| <input checked="" type="checkbox"/> Touching                                |   |   |
| <input checked="" type="checkbox"/> Dexterity                               |   |   |
| <input checked="" type="checkbox"/> Hand                                    |   |   |
| <input checked="" type="checkbox"/> Finger                                  |   |   |

*Mental/Reasoning Requirements:*

- |   |   |  |
|---|---|--|
| <input checked="" type="checkbox"/> Reading - Simple  | <input type="checkbox"/> Writing- Complex             | <input checked="" type="checkbox"/> Analysis/Comprehension   |
| <input checked="" type="checkbox"/> Reading - Complex | <input checked="" type="checkbox"/> Clerical          | <input checked="" type="checkbox"/> Judgment/Decision Making |
| <input checked="" type="checkbox"/> Writing – Simple  | <input checked="" type="checkbox"/> Basic Math Skills |  |

*Work Environment:*

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Shift Work                         | <input checked="" type="checkbox"/> Outside                               | <input checked="" type="checkbox"/> Pressurized Equipment |
| <input checked="" type="checkbox"/> Works Alone             | <input checked="" type="checkbox"/> Extreme Heat – summer<br>temperatures | <input checked="" type="checkbox"/> Moving Objects        |
| <input checked="" type="checkbox"/> Works with Others       | <input checked="" type="checkbox"/> Extreme Cold – customer<br>cold boxes | <input checked="" type="checkbox"/> High Places           |
| <input checked="" type="checkbox"/> Verbal Contact w/Others | <input checked="" type="checkbox"/> Noise                                 | <input checked="" type="checkbox"/> Fumes/Odors           |
| <input checked="" type="checkbox"/> Face-to-Face Contact    | <input checked="" type="checkbox"/> Mechanical Equipment                  | <input type="checkbox"/> Hazardous Materials              |
| <input checked="" type="checkbox"/> Inside                  | <input checked="" type="checkbox"/> Electrical Equipment                  | <input checked="" type="checkbox"/> Dirt Dust             |

*Disclaimer:*

*The above statements are intended to describe the general nature and level of work being performed by associates assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.*

*This is an accurate description of my position.*

*Incumbent/Associate:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Job Evaluation Requested:*  yes  no

*Approvals:*

*Direct Supervisor/Manager:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Manager (next level):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Human Resources:* \_\_\_\_\_ *Date:* \_\_\_\_\_