

# WESTERN GLOBAL AIRLINES LLC

## JOB DESCRIPTION

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| TITLE: <b>System Admin</b>        | DEPARTMENT: <b>IT</b>              |
| REPORTS TO: <b>Director of IT</b> | MAIN BASE: <b>Estero, FL</b>       |
| PAY RANGE: <b>TBA</b>             | DATE REVISED: <b>December 2017</b> |

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### OVERALL RESPONSIBILITIES

We are looking for a System Administrator to maintain, upgrade and manage our software, hardware and networks. You will also be responsible for providing fast and useful technical assistance on computer systems to end users. You will answer queries on basic technical issues and offer advice to solve them.

An excellent System Administrator must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. You will use email and chat applications to give clients quick answers to simple IT issues. For more complex problems that require nuanced instruction, you will contact clients via phone and/or provide clear, written instructions and technical manuals. You must also be customer-oriented and patient.

### ESSENTIAL DUTIES

- Manage network servers and technology tools
- Monitor performance and maintain systems according to requirements
- Ensure security through access controls, backups and firewalls
- Setup new user hardware including desktops, laptops, mobile devices
- Working with vendors for procuring hardware and warranty repairs
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Ask customers targeted questions to quickly understand the root of the problem
- Talk clients through a series of actions until they've solved a technical issue
- Record technical issues and solutions in logs
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their systems are functional
- Report customer feedback and potential product requests
- Help create technical documentation and manuals
- Provide timely and accurate solutions to their technical problems.

### REQUIREMENTS

- Proven work experience as a System Administrator, Network Administrator or similar role
- Good understanding of computer systems, mobile devices and other tech products
- Hands-on experience with Windows, Active Directory, Exchange and VMWare environments

*The above responsibilities, duties, and skills are intended to describe the general requirements of the position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.*

- Hand-on experience with Mobile Device Management platforms such as MobileIron
- Familiarity with remote desktop applications and help desk software (eg. N-Able, GoToAssist)
- Experience with databases, networks (LAN, WAN) and patch management
- Knowledge of network security practices and anti-virus programs
- Ability to perform remote troubleshooting and provide clear instructions
- Excellent problem-solving and multitasking skills
- Excellent communication skills
- Customer-oriented attitude
- Certification in Microsoft, VMWare, Cisco or similar technologies is a plus

### **ESSENTIAL ELEMENTS**

- Our people have outstanding expertise, drive, and passion
- We always go the extra mile in our customers' best interests
- Our culture is open and collaborative, innovative, and results oriented
- We encourage and reward teamwork, co-operation, and taking initiative
- We value creative thinking, problem solving, and sharing the solutions throughout the organization
- Everyone in the company has the potential to make a difference and to have a powerful immediate impact
- We foster a stimulating, quick moving workplace where everyone is recognized, valued, and treated with respect
- We take pride in finding and hiring the best people and providing them with opportunities to grow and excel

### **THE COMPANY**

Headquartered in Estero Florida, Western Global Airlines is an expanding FAA 121 certified cargo airline, operating MD-11 and 747-400 freighters throughout the world, and offering exciting career opportunities. If you are a highly qualified excellent candidate looking for a fascinating, challenging, and meaningful career in the airline industry, with the added benefits of Southwest Florida's lifestyle, culture, beaches, warm weather activities, and the financial advantages of low cost living free of state income tax, we encourage you to send your resume to Human Resources at:

[Cynthia.apicella@westernglobal.aero](mailto:Cynthia.apicella@westernglobal.aero) or visit our website at

<http://www.westernglobalairlines.com/Careers>. We offer a highly competitive compensation and benefits package along with excellent advancement and growth potential.

### **EQUAL OPPORTUNITY**

Western Global Airlines is an Equal Opportunity Employer. It is the continuing policy of the Western Global Airlines to afford equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, national origin, citizenship, place of birth, age, disability, veteran status, gender identity or any other characteristic or status protected by applicable law, in accordance with federal, state and local laws.

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