Method Studio, an award-winning Salt Lake City architectural firm, is looking for a **Systems Administrator**. Must be able to work on-site, with occasional opportunity to work from home. We have 100+ employees, with four offices in three states as well as remote team members in several other locations. Salary is commensurate with experience, ranging from $70k - $80k. We also have a rich benefits package.

The Systems Administrator works closely with business users, project managers, finance staff, and vendors to install, configure, test, deploy, maintain, troubleshoot, and support the hardware and software for the organization's LAN and WAN users in our mixed Windows & Mac environment, including performing routine preventative maintenance.

Share responsibility for the IT Service Desk tickets, IT related steps for on-boarding and off boarding employees, IT asset tracking, hardware equipment standards, computer images, and driving continuous improvement efforts in these areas.

Responsible for user provisioning for various systems including LDAP, Active Directory, telecom, Microsoft Office 365 (Exchange, SharePoint, etc.), and various design apps.

Collaborates on network modeling, analysis, planning, security, troubleshooting, and coordination between network and data communications hardware and software.

Some of your day-to-day tasks?

- Maintain and administer, network, computer systems, and related computing environments including computer hardware, systems software, application software, hosted software, and all configurations.
- Analyze and assess incoming service tickets, gather necessary information from requester and others to be able to select and assign the correct resource.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Configure, monitor, and maintain desktop applications.
- Configure and deploy VOIP phones.
- Analyze equipment performance records to determine the need for repair or replacement.
- User provisioning for network and telecom systems, and internal and external software systems including email.
- Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.
- Create, maintain, and improve work instructions for both knowledge base articles for user and internally for IT.
- Understand, implement, adhere to, and present IT policies and procedures.

What do you need to be able to do?

- Minimum Education and/or experience: Associate degree in an IT field with experience, or 2+ years in a Systems Administrator Role, or 3+ years in an IT Helpdesk Role. Or some combination of experience and education.

- MacOS proficiency - specifically knowledge of basic OS functionality, utilities, terminal, and Windows environment integration.
- Experience managing Microsoft Active Directory, including user and group creation.
- Group Policy Management specifically developing and deploying GPOs not tied to just Authenticated Users.
- Experience configuring and maintaining Microsoft Windows based computers and related software.
- Excellent troubleshooting and problem-solving skills.
- Excellent verbal and written communication skills.
- Detail oriented with excellent organizational skills.
- Proven customer service attitude. Willing to go above and beyond to ensure one call resolution. Follow up on tickets to ensure customer satisfaction.
- Ability to work under pressure, making good/timely choices in stressful situations.
- Ability and desire to comprehend complex technical topics and specialized information.
- Technical Aptitude – ability to research complex problems, test, and implement resolutions.
- Ability to work independently as well as part of a team.
- Self-motivated and takes ownership of duties & responsibilities.
- Ability to follow instruction.
- Ability to adhere to a consistent on-premises work schedule.
- Skilled in Microsoft Windows, Microsoft Server, MacOS, VOIP, File Share Permissions, Storage, TCP/IP, MS Office 365, MS Office applications, Veeam, Antivirus.
- Occasional weekend or afterhours work as needed. Most tickets can wait until the following day, however, if there are outages, there is an expectation that you will be available.

Preferred Qualifications

- Experience and/or Knowledge of BIM models and architectural and design applications.
- Experience with Firewalls & Switches, administering through GUI; PUTTY a plus, Barracuda a plus.
- Experience with Ubiquiti Unifi APs a plus.
- Knowledge of virtualization concepts and practical application; Hypervisor a plus.
- Understanding of basic storage and backup concepts; Veeam a plus.
- Experience with a scripting language such as Bash, Batch or PowerShell a plus.
- Experience with cyber security basics and use of antivirus/antimalware.

Benefits:

- Medical, dental, disability and life insurance coverage
- High-Deductible insurance has H.S.A. plan with employer contributions of over $1,000/yr
- TeleMed and Employee Assistance program
- Vision, Critical Illness, Accident, and Identity Protection insurances available
- Generous PTO and paid holidays
- Paternity/Maternity leave for eligible employees
- 401(k) + 401(k) matching
- UTA Fare Pay card transportation assistance
- Potential Bonuses
- Work-casual attire