

IT/System Administrator

Company: Softronics LTD

Location: Marion, IA

Citizenship Requirements: U.S. Citizenship Required

Position Description

The IT/System Administrator handles diverse responsibilities across IT support, system administration, and security compliance with a strong emphasis on technical troubleshooting, system maintenance, and cybersecurity certification/support.

Major Responsibilities

- Install, configure, and maintain hardware and software systems.
- Diagnose and repair PCs, peripherals, and user issues.
- Administer Active Directory and enforce group policy.
- Design and verify disaster recovery procedures.
- Maintain accurate records using issue-tracking systems (e.g., JIRA, ServiceNow).
- Provide remote support to offsite employees.
- Support cybersecurity initiatives aligned with NIST 800-171, CMMC, and DFARS.
- Assist with compliance audits and internal control implementation.
- Monitor and respond to security alerts or potential threats.

Required Knowledge, Skills, and Abilities

- Associate or bachelor's degree in IT or System Administration or a minimum of four years' hands-on experience in IT support or system administration.
- Proficiency with Windows Server, Active Directory, and remote support tools.
- Solid understanding of network protocols and routing principles.
- Experience with basic scripting (e.g., PowerShell, Python, Bash) for automation.
- Experience with Microsoft Office including Outlook.
- Familiarity with disaster recovery planning.
- Ability to estimate project tasks, track inventory, and write technical documentation.