



SYSTEMS ADMINISTRATOR **Orlando, FL**

Adacel Systems, Inc. (“ASI”) produces simulation and training systems for commercial, defense and export markets. ASI offers a comprehensive range of fully scalable customizable simulation systems from desktop trainer to complete 360-degree room-sized Air Traffic Control tower environments. We provide professional ATC training simulation systems for governments, universities and civilian air traffic control agencies worldwide.

The Systems Administrator is responsible for providing second tier support for the internal Information Technology (IT) Help Desk. S/he reviews and assesses network infrastructure in LAN and WAN environments. This includes but is not limited to network mapping, switch and router troubleshooting, installing firewall, configuring Wi-Fi, troubleshooting and providing general break/fix support. The Systems Administrator must be an extremely detail-oriented and methodical problem solver. S/he must be able to manage small to medium-sized network projects such as firewall and AP installations, managed switch installations, and software installations.

Responsibilities:

- Performs the following duties typically performed by the Help Desk Support Specialist:
 - Provides first level response and conveys resolutions to user concerns.
 - Escalates unresolved queries to the next level of support.
 - Tracks, routes and redirects user concerns to correct resources.
 - Walks users through the problem-solving process.
 - Works with users until their concerns are resolved and follows up with users.
 - Recommends procedure modifications and improvements.
 - Works to increase knowledge of Help Desk procedures, and products and services used by Adacel.
 - Provides technical assistance and support for incoming queries and concerns related to computer systems, software, and hardware.
 - Installs and maintains PC hardware such as processors, memory, network cards, monitors, and printers.
 - Installs, maintains, and supports PC applications and Windows operating systems.
 - Creates software images and clones fully configured workstations.
- Installs and maintains Windows Servers.
- Researches and maintains Active Directory, Group Policies, DNS, DDNS, and DHCP services.
- Installs and configures patches, firmware, drivers, and utility software.
- Monitors all server machines for usage and disk space issues.
- Monitors network performance and security using available hardware and software solutions.
- Responds to network/server outages.
- Performs, verifies, and restores data backups at all sites.
- Maintains and tests the disaster recovery plan.
- Manages antivirus software installation and monitoring.
- Installs, maintains, and supports PC applications and Windows operating systems.
- Maintains the Microsoft Office 365 environment.
- Designs, builds, maintains, backs up, and documents VMWare environments.
- Manages user accounts, permissions, and access rights for Active Directory and various software applications.
- Maintains communication equipment and software such as Fortinet routers, Wi-Fi routers, and Access Points.
- Maintains VPN network.

- Creates software images and clones fully configured workstations.
- Interfaces with management and employees to accurately assess PC hardware and software needs and to recommend options and implement solutions.
- Installs and maintains PC hardware such as processors, memory, network cards, monitors, and printers.
- Provides training to employees on general usage of PC's as well as packaged and custom software applications.
- Initiates research and development for new technologies.
- Performs other duties as assigned by Supervisor.

Required

- Previous PC hardware and software support.
- Strong knowledge of LAN and WAN.
- Proficient with VMware desktop and ESX 5.5.
- Proficient in Microsoft Windows and Microsoft Office 365.
- Good knowledge of network connectivity, network security and Wi-Fi networks.
- Proficiency in English and French (this only applies to employees at the Montreal office).

Desired

- 6 years of experience working in the Information Technology field.
- A+, MCSE, MCITP and/or other applicable certifications.
- Degree in Information Technology, Computer Science or a related field.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to pass an Adacel background check while employed.

Physical Requirements:

- Occasional lifting – up to 50 lbs.
- Occasionally bending, crouching, or stooping.
- Repetitive wrist, hand, and finger movement.

Work Environment:

- Alternative work schedules (9/80 or 4/10).
- Normal office environment.
- Typically sitting at a desk.
- May be on-call after hours and/or on weekends.

If you are looking for an exciting, progressive company that offers challenges, a friendly and casual work environment, competitive salaries, excellent [health, dental, short and long term disability, life insurance, 401(k)] plans, and much more, please send your resume to careersusa@adacel.com.

Adacel Systems, Inc. is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.