

Technology Systems Administrator

Position Summary

The Systems Administrator I role is experienced in technology coverage and has a good working knowledge of all technology platforms. This role is responsible for implementation, configuration, and optimization of servers, storage, network connectivity, and security systems to achieve high performance of the various business applications by tuning the infrastructure as needed. This includes ensuring industry best practices are followed, a fault tolerant architecture is implemented, proper monitoring is put in place, and documentation is created and maintained. The Systems Administrator I will assist with technical escalations, projects, team mentoring and collaborating with system technicians regarding daily operational duties related to entitlement management, equipment maintenance, compliance auditing, computer and peripheral deployment, alert monitoring, and problem resolution.

Systems Administrators are integral members of the organization's community as they work to support the Elite Casino Resorts mission and vision. They provide services necessary for a high quality technology experience. Systems Administrators are expected to adhere to ethical standards of professional conduct and act in a manner consistent with the organization's code of business ethics including but not limited to maintaining confidentiality, excellence, integrity, respect, responsibility, and trustworthiness.

Essential Duties & Responsibilities

- Entitlement Services – Administer enterprise directory services and supporting systems infrastructure. Integrate servers, including application, database, e-mail, print, and backup servers and their associated software into enterprise systems and infrastructure.
- Procurement – Evaluate ongoing equipment needs. Collaborate with team members to gather information from end user opportunities and evaluate their job requirements to determine hardware, software, or system functional specifications, and design technical solutions. Work with Leadership to further develop ECR's equipment lifecycle through communication, planning, and guidance.
- Deployment and Patch Management - Utilize and support deployment systems to remote control and manage assets, deploy operating systems, update applications, and implement security enhancements. Maintain operating system patch management solutions, identify software vulnerabilities, and mitigate security concerns. Plan, implement and test physical and virtual server installations, enhancements, and vendor-supplied patches.
- Ticket Handling – Point of escalation for advanced technical needs ensuring that key findings/developed solutions are fully documented. Assist with network, telecommunication, systems, and security related projects and operational duties.
- On call duties – Participate in the after-hours on call rotation to investigate and examine system alarms, respond to critical end user technical needs, and remediate business impacting events. Act as point of escalation as needed.
- Monitoring – Immediately respond when monitoring thresholds are exceeded to rectify the root cause. Actively monitor systems, networks, and security, and environmental systems. Recommend enhancements to monitoring systems and collaborate with team members to help improve visibility. Investigate and provide details of root cause analysis.
- Compliance auditing – Identify and create audit procedures for regular and ongoing compliance audit review related to entitlement, logs, and security. Report on the results to determine and document compliance status. Propose standard operating procedures.
- Documentation – Write documentation to be used as process and procedure guidelines. Effectively document and communicate technical information in a clear and understandable way to all levels of the organization. Create and manage training materials including solution and procedural documentation for accuracy or needed changes.
- Vendors – Participate in problem resolution activities with 3rd party vendors including ticket creation and remote access and handle escalations as needed.

- Team Mentoring - Provide regular and ongoing mentoring guidance to other team members to help further develop their skills through improved evaluation and diagnostic techniques and effective technical procedures.
- Automation – Create and test server installation packages related to operating systems, application updates, and vendor-supplied patches including documenting the end result/solution.
- Enterprise Solutions – Technical subject matter expert in specific areas and to other teams in support of common business goals and best practices. Work with customers, teammates, and vendors to identify and communicate requirements.
- Enterprise Security - Implement, test, and maintain secure data connections and transactions.
- Enterprise Backups – Administer internal and external backup processes. Assist with enterprise server backups and restore procedures.
- Collaborate at every level with other teams and perform other duties as needed.

Strategic & Planning Responsibilities

- Monitor capacity utilization and participate in the design of new systems, business applications, and related hardware.
- Participate in key process improvements as they relate to all infrastructure technologies.
- Comprehensive knowledge of company internal controls and standard operating procedures.
- Assist with implementing strategies for integrating disparate operating environments.
- Conduct independent research for hardware, software, and protocols in support of procurement and development efforts.
- Promote and incorporate the company’s mission, vision, and core values.

Educational and Experience Requirements

An Associate’s degree (A.A.) 2-4 years of College or Technical Training at an accredited institution in the field of computer science or management information systems and/or 6-7 years of directly related work experience is required. Certifications in Cisco Systems, VMWare, Citrix, SAN technologies, Microsoft Exchange, Microsoft Systems Center, Enterprise Backup and Recovery, and Microsoft Windows Server are highly desired. Additional requirements include:

- A minimum of 3-5 years equivalent work experience in a technically critical position responsible for administering server, network, and storage environments.
- Experience with the following server technologies: Microsoft Operating Systems (Linux a plus), VMWare, Citrix, Microsoft Exchange, Active Directory, and Microsoft SQL Server.
- Working technical knowledge of scripting code using shell scripting tools.
- Subject matter expert of two technologies related to IP Telephony or Network or Systems.
- Demonstrated comprehensive knowledge of computer hardware, software, and peripheral equipment.
- Accomplished in computer troubleshooting and imaging.
- Demonstrated comprehensive knowledge of patch management in a Microsoft windows operating system environment.
- Demonstrated comprehensive knowledge of network monitoring, port level access, equipment replacement with configuration.
- Demonstrated comprehensive knowledge of IP phone replacement, configuration, and system monitoring. Experienced working in Cisco Unified Communications systems preferred.
- Demonstrated comprehensive knowledge of entitlement working in a Microsoft environment using Active Directory.
- Advanced experience building and maintaining physical and virtual server environments. Experienced with VMWare preferred.
- Demonstrated comprehensive knowledge and experience installing, configuring, and maintaining server hardware and associated network equipment, including RAID, SCSI, and I/O topologies.
- General understanding of TCP/IP, Cisco IOS, Network protocols, VoIP, firewall management, and operating system configuration

- General understanding of enterprise storage area networks and backup systems
- General knowledge of load balancing, clustering, and high availability environments.
- Experience in the gaming industry plus.

Other Special Requirements

- Compelling sense of urgency and entrusted to achieve results.
- Highly self-motivated with keen attention to detail and quality.
- Accomplished written and oral communication skills; excellent interpersonal skills.
- Highly skilled in conducting independent research into issues and solutions.
- Accomplished diagnostic and experienced problem-solving abilities.
- Ability to effectively prioritize operational and project tasks in a high pressure environment.
- Past involvement in a team-oriented, collaborative environment.
- Ability to manage multiple projects and operational tasks simultaneously.
- Strong demonstrated customer service skills.
- Attends all mandatory meetings and training.
- Involved with the organization's goals and objectives.
- Occupational certifications (CCNA/CCNP, CNA/CNE, MCSA/MCSE, CompTIA A+) in related field is preferred.
- Network LAN/WAN, telecommunications, and firewall/security experience is a plus.
- Must be able to obtain and retain a gaming license issued by the Illinois Gaming Board.
- Assure ongoing compliance with Elite Casino Resorts policies and procedures, Illinois Gaming Board Regulations, and any other local, state, or federal guidelines in both gaming and non-gaming departments with continuous monitoring and reporting.

Work Schedule

- Typically Monday – Friday days including holidays but may vary to include nights and weekends.
- Rotational on call assigned in one week segments.