



System Administrator

Company Description

Founded in 2004, Level One is a leading provider of customer communications, e-billing and payments solutions to utilities in the United States and employs a talented team of people with technical, operational and project management expertise.

Our employees enjoy a fast-paced, results-driven culture while maintaining a healthy work-life balance. We like to work hard, but more importantly we like to work smart to get things done.

If you join us, you will be part of a dynamic, dedicated team that is passionate about exceeding customer expectations.

Primary Responsibilities:

The role will be responsible for managing oversight of our systems and hardware to ensure security, availability and processing integrity. This role involves day to day as well as strategic responsibilities, including:

- Periodic review of system and software architecture as well as develop, plan, and execute strategic initiatives
- Establish and manage a process to maintain up to date knowledge in IT Infrastructure topics and strategies; Provide thought leadership on how to address business challenges through better leverage of technology
- Coordinate of Software and Asset Management tracking, and shall administer, build, update, and maintain IT Management systems including: workstations, servers, devices, and ensure that all appropriate security controls are implemented.
- Establish and maintain a secure and reliable systems infrastructure utilizing appropriate industry best practice for Asset Management through Data Security.
- Recommend, schedule, and perform software\server and hardware upgrades, patches and reconfigurations.
- Participates in the change management process and works closely with our business and other IT departments to understand the impact and outcome of changes applied
- Have familiarity with MS SQL server databases; NAS and SAN storage management; VMWare
- Provide on call and after hours support as required for production releases and production outages
- Involvement in strategic company projects and initiatives, such as PCI and SOC 2 audits and Disaster Recovery Test review, as needed

Qualifications / Requirements:

- Verbal and written communication skills required; ability to write reports, business correspondence, and process documentation
- Computer Security Certifications or training or job experience with IT security a plus
- 5+ years of IT infrastructure management experience; Bachelor's degree required in related field
- Experience with Amazon Cloud technologies, VM Ware, Dell EMC Unity; MySQL
- Demonstrated experience and success managing networks and infrastructure projects

Travel: Occasional travel for projects, remote office visits, training, conferences.