

Expedient Technology Solutions, LLC

Job Description – Systems Administrator

Description

Expedient Technology Solutions (ETS) is a rapidly growing managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service by fostering a culture of continued growth, honesty, and WOW through service.

We are actively seeking a **Systems Administrator** with a continuous growth mindset to join our team. We are a drama-free, collaborative work environment and enjoy providing personal and professional growth to all employees. Whether your career goals are in cybersecurity, infrastructure, or IT leadership, we are committed to help guide you on your journey with experience, development, and certifications.

Responsibilities

The Systems Administrator assists with client support and issue resolution, project and implementation work, and cybersecurity and compliance initiatives. Collaboration and documentation are key to the Systems Administrator's success.

Client Support and Issue Resolution

- Resolve escalated client tickets via phone, remote access, or onsite visits.
- Troubleshoot network connectivity, wireless issues, and firewall configurations.
- Provide support for applications, servers, email systems, and performance-related issues.

Project and Implementation Work

- Participate in infrastructure and cybersecurity projects, including:
 - Firewall, switch, and wireless upgrades
 - Office 365 and server migrations (physical, virtual, cloud-based)
 - Backup solution deployments
 - Provide onsite support as needed

Cybersecurity and Compliance

- Triage and resolve cybersecurity-related tickets, including:
 - Investigating suspicious activity or alerts
 - Responding to endpoint protection and threat detection notifications
 - Coordinating with vendors or internal teams for escalated security incidents
- Use Arctic Wolf and Nessus Pro for vulnerability scanning and remediation.
- Assist with cybersecurity tool deployments and awareness training.
- Support incident response and business continuity processes.
- Contribute to compliance documentation, questionnaires, and client reporting.

Collaboration and Documentation

- Work cross-functionally to resolve complex service tickets.
- Create and maintain internal documentation and procedures.
- Proactively identify areas for improvement and take initiative on additional responsibilities.
- Participate in the after-hours on-call rotation.
- Perform other duties as assigned.

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Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Collaborate with team members on projects and issues, as necessary. Provide and receive training.

Expectations & Professional Growth

- Work scheduled hours Monday through Friday between 8:00 AM and 5:00 PM, with occasional after-hours support and project tasks as needed.
- Grow as a team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.
- Complete process and technical training during your first 30 days. These requirements involve shadowing team members, learning training procedures, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.
- Continue achieving certifications to improve and keep skills current.

Requirements

- A minimum of an Associate's degree in a related technical field is desired.
- 3-5 years of experience in a related technical role.
- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.
- Certifications desired:
 - CompTIA Network+
 - CompTIA Security+
 - CompTIA CySA+

What is in it for you?

We offer a competitive total rewards program that includes:

- An executive team that cares about you and your career growth
- Competitive Health Insurance package
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- Retirement plan (401K) with company match

Purpose Statement and Core Values

Purpose Statement - Reshape the experience for clients and team members.

Core Values

- *Continued Growth*: ETS places a strong focus on each team member continually growing both professionally and personally.

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- *Honest Communication:* ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver “Wow” through Service:* ETS provides Stress Free IT managed services, which promises an experience that goes above and beyond our clients’ expectations.
- *Honor your commitments:* ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others:* ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.
- *Balance:* ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.