

Systems Administrator

Cross-functional support for Service Desk, Infrastructure, and Cybersecurity

LOCATION	SCHEDULE	WORK ARRANGEMENT
Dayton (Miamisburg), Ohio	Monday-Friday, 8:00 a.m.-5:00 p.m., with after-hours support and project tasks as needed	Office and local client sites
EMPLOYMENT		
Full-time		

About the Role

The Systems Administrator is a cross-functional technical resource supporting Service Desk, Infrastructure, and Cybersecurity operations. This role combines advanced client support, systems and platform administration, project participation, cybersecurity operations assistance, documentation, automation, and operational improvement. The ideal candidate enjoys variety, works well across teams, and can build both broad capability and deeper expertise in one or more technical areas.

ROLE FOCUS

This position is designed to bridge technical workflows among Service Desk, Infrastructure, and Cybersecurity. It is not a general catch-all role. Assignments are based on business priority, capability, documented scope, and the direction of the appropriate service or departmental leader.

What You Will Do

- Resolve escalated client issues involving Microsoft 365, servers, endpoints, identity and access, applications, networking, wireless, firewalls, VPN, and performance.
- Perform routine administration and maintenance of Microsoft 365, supported server and virtualization platforms, backup systems, identity systems, network infrastructure, and assigned cybersecurity tools.
- Monitor operational alerts, investigate abnormal conditions, complete defined corrective actions, and escalate appropriately.
- Participate in Infrastructure, Cybersecurity, and client-onboarding projects, including discovery, preparation, implementation, testing, documentation, and operational handoff.
- Assist with cybersecurity tickets, alerts, vulnerability identification and remediation, security-tool deployment and health checks, incident-response activities, and compliance evidence.
- Create and improve procedures, checklists, diagrams, knowledge articles, client records, and support documentation.
- Identify repetitive or error-prone work that may benefit from standardization, scripting, workflow automation, or responsible use of AI.
- Collaborate across Service Desk, Infrastructure, Cybersecurity, Projects, Account Management, and vendor teams while maintaining clear ownership and communication.
- Document work and client communication accurately, record time completely, and manage assignments through resolution or authorized escalation.
- Perform other duties as assigned.

What You Bring

- Typically, three to five years of progressive experience in systems administration, technical support, networking, infrastructure, cybersecurity operations, managed services, or a related role.
- Practical experience with Microsoft 365, Active Directory, Group Policy, Windows servers, endpoints, networking fundamentals, backup and recovery, monitoring, and common troubleshooting methods.
- Ability to troubleshoot across multiple technical domains, recognize limits, and engage the right technical owner when an issue is high-risk, nonstandard, architecture-level, or security-sensitive.
- Clear and professional communication with clients, teammates, vendors, and leaders.
- Strong documentation, accountability, follow-through, curiosity, adaptability, and structured problem solving.
- Ability to work in the ETS office, travel to local client sites, and maintain reliable transportation.
- Associate degree in a related technical field preferred, or equivalent demonstrated experience.

Essential Skills and Expectations

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when collaborating 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 as necessary.
- Apply structured troubleshooting, sound judgment, curiosity, persistence, and appropriate escalation.
- Maintain accurate documentation, client communication, time records, ownership, and follow-through.
- Protect confidential, security-sensitive, client, and organizational information.
- Accept feedback, share knowledge, and contribute to a culture of continuous learning and improvement.
- Work scheduled hours Monday through Friday 8:00AM – 5:00 PM, with after-hours support and project tasks as needed. Schedule flexibility will be provided as determined by manager for after-hours tasks.
- It is expected you will continue to grow as team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.

Helpful Certifications and Experience

- CompTIA Network+, Security+, or CySA+.
- Microsoft 365 or related Microsoft certifications.
- Fortinet, backup and recovery, or other certifications aligned with ETS services.
- Experience with RMM, PSA, documentation, project, monitoring, vulnerability-management, security, or collaboration platforms.
- Experience in an MSP, professional-services, project-delivery, security-operations, automation, or compliance-support environment.

Growth Opportunities

This broad role can support future development in Systems Administration, Infrastructure, Cybersecurity, technical SME work, project leadership, or people leadership. Team members are expected to continue growing through practical experience, internal training, certifications, mentoring, documentation, standards, automation, and applicable ETS Specialist or SME development paths.

How Success Is Measured

- Escalated client issues are owned, communicated, documented, resolved, or appropriately escalated.
- Assigned systems and recurring administrative work are maintained reliably and supportably.
- Project work is completed accurately with testing, documentation, risk visibility, and successful handoff.
- Security operations and compliance-support work follows established procedure and escalation requirements.
- Cross-functional work improves service without weakening ownership or creating dependency on one person.
- Documentation, automation, training, and operational improvements reduce recurring work and service friction.

About ETS

Expedient Technology Solutions, LLC provides Stress Free IT® managed services and seeks to reshape the experience for clients and team members. ETS values continued growth, honest communication, exceptional service, honoring commitments, respect and service to others, and innovation.

ETS offers a competitive total rewards program that includes:

- A management team that cares about you and your career growth
- Health, Dental & Vision insurance
- PTO and flexible work schedule
- Retirement plan (401K) with company match
- Company paid certification exams, training material, and online training tools

Equal Opportunity

ETS makes employment decisions based on business needs, job requirements, and individual qualifications. Applicants will be considered without unlawful discrimination. Reasonable accommodation requests may be addressed through the recruiting process.