

ARRL The National Association for Amateur
Radio

Mid-Level Systems Manager

Reports to: Director of IT
Classification: Exempt
On-site position located in Newington, CT
Remote work not available

Summary:

Mid-Level Systems Manager must have expertise in both Unix and Windows system administration. Responsibilities include manage and optimize a hybrid IT infrastructure, ensuring system reliability, security, and performance. Will also be required to work closely with IT teams, developers, and stakeholders to maintain a seamless and robust IT environment while supporting business objectives.

Essential Functions & Responsibilities:

- Manage, monitor, and maintain Unix/Linux and Windows servers across on-premises and cloud environments.
- Perform system updates, patches, and configuration changes to ensure optimal performance and security compliance.
- Troubleshoot and resolve complex hardware, software, and network issues.
- Administer Active Directory (AD), DNS, DHCP, and Group Policy in Windows environments.
- Oversee Unix/Linux services like NFS, SSH, FTP, and cron jobs.
- Ensure seamless interoperability between Unix/Linux and Windows systems.
- Implement and maintain system performance monitoring tools.
- Analyze logs and metrics to proactively identify and resolve potential issues.
- Create and manage automation scripts using Bash, PowerShell, or Python to improve system efficiency.
- Automate routine tasks, such as deployments and backups.
- Implement and enforce system security best practices, including vulnerability management and remediation.
- Collaborate with security teams to ensure compliance with industry standards and organizational policies.
- Manage access control and identity management systems.
- Develop, test, and maintain backup and disaster recovery plans for critical systems.
- Perform regular data backups and restoration testing.
- Maintain comprehensive documentation for systems, processes, and procedures.
- Provide training and support to junior staff and end-users as required.
- Perform other duties as requested or assigned by management.

Performance Measurements:

- Effective Management of IT systems and infrastructure.
- System Uptime & Availability.
- Incident Response & Resolution time.
- System Performance & Optimization.
- Project Completion & Delivery.
- Security & Compliance.
- Automation & Efficiency Improvements.

Knowledge and Skills:

- 3 to 5 years of hands-on experience in Unix/Linux and Windows system administration.
- Experience with containerization technologies (e.g., Docker, Kubernetes).
- Experience in ITIL processes and methodologies.

Qualifications:

- Bachelor's degree in computer science, Information Technology, or a related field (or equivalent experience).
- Certifications such as Microsoft Certified: Azure Administrator, Red Hat Certified System Administrator (RHCSA), or similar.
- Proficiency in managing and maintaining Windows Server (2016/2019/2022) and Unix/Linux distributions (e.g., Red Hat, CentOS, Ubuntu).
- Strong knowledge of virtualization technologies (e.g., VMware, Hyper-V) and cloud platforms (e.g., AWS).
- Experience with automation tools like Ansible, Puppet, or Chef.
- Familiarity with networking concepts such as TCP/IP, firewalls, and load balancers.
- Expertise in storage solutions (SAN/NAS) and backup tools.
- Experience with containerization technologies (e.g., Docker, Kubernetes).
- Certifications such as Microsoft Certified: Azure Administrator, Red Hat Certified System Administrator (RHCSA), or similar.
- Experience in ITIL processes and methodologies.

Physical

Must be able to sit, stoop, stand for extended periods of time.

Requirements:

Visual acuity and ability to work at a computer for an extended period of time.

Physical exertion to manually, move, lift, carry, and push/ pull items weighing up to 50 pounds.

Work

Onsite in an office environment located in Newington, CT with some travel required

Environment: