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POSITION ANNOUNCEMENT

SYSTEMS AND NETWORK ADMINISTRATOR

The Systems and Network Administrator (SNA) is part of Lowell Observatory's Technology Department. This position provides support for implementation, troubleshooting and maintenance of IT systems; manages IT system infrastructure and any processes related to these systems; provides problem identification, diagnosis, and resolution of all client problems; provides support for the escalation and communication of status to management and internal staff. The SNA is also responsible for anticipating and planning for observatory IT needs in the short and long term. The SNA must have the ability to work with all disciplines in this growing company. This position reports to the Director of Technology.

RESPONSIBILITIES

- Oversight of on-site and remote IT and network infrastructure for geographically distributed sites including Anderson Mesa, Happy Jack, and Mars Hill.
- Core duties include help desk support and troubleshooting, core network and server operations; On-call rotation; VOIP phone support; liaising with tech-support service vendors; operating system and software updates.
- Ensure that hardware systems at all sites are adequately managed.
- Develop a robust backup/restoration policy and disaster recovery plan.
- Responsible for effective provisioning, installation/configuration, operation, and maintenance of diverse infrastructure.
- Responsible for procurement and purchasing activities; bid analysis; invoice auditing; purchasing forms; bid requests; material requisitions; purchase orders; reports; trending; fixed asset auditing.
- Analyze Help Desk trouble tickets and generate prioritized resolution plans meeting corporate key performance indicators. Promote self-sufficiency among users.
- Foster effective working relationships and consensus across geographical areas and functions.
- Research and interpret relevant regulations, guidelines, and standards relating to known best IT practices.
- Documentation of system design, requirements, implementation, and configuration.
- Providing oversight and guidance to Tier-1 helpdesk support team as well as an escalation point for complex issues requiring additional expertise.

- Other duties as assigned.

QUALIFICATIONS

- Experience administering a heterogeneous network across multiple sites, configuring network appliances and firewalls for maximizing security and usability.
- Extensive hands-on capabilities pertaining to administration of Windows and Linux servers including rack mounted server hardware.
- Experience with use of Microsoft Active Directory, LDAP, and centralizing authentication for external services like Google Apps.
- Knowledge of mixed Linux, Windows, and Mac systems administration.
- Working knowledge of general network routing and switching protocols, including DNS, DHCP, LDAP, SMTP, VLAN, NFS, SNMP, Samba.
- Installing new and rebuilding existing servers and configuring hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Leveraging automated systems for patch management of operating systems and software.
- Managing Tier-1 support team and providing an escalation point for end-user issues.
- Maintaining data center environmental and monitoring equipment. Configuration and oversight of automated monitoring systems.
- Attention to detail. Ability to prioritize work effectively under pressure, generate timelines and complete tasks on schedule. Excellent interpersonal skills and ability to work effectively and professionally with departments, agencies, and personnel of diverse backgrounds. Self-motivated, able to work with little supervision. Excellent time management skills. Able to handle confidential employee and company records with discretion. Strong written and oral communication skills. Must be able to interact professionally with all employees.

EXPERIENCE AND EDUCATION

Minimum of five (5) + years of progressively increasing responsibility and directly related work and systems administration experience. Bachelors (4-year) degree, with a technical major, such as engineering or computer science preferred, but any combination of education and experience will be considered. Responsibilities sometimes require working evenings and weekends, sometimes with little advance notice.

WORKING CONDITIONS

The SNA will work at elevations above 7000 feet with occasional outdoor work in unfavorable conditions. The work requires a moderate degree of climbing, walking, bending, reaching, and repetitive motions. Long periods of standing or sitting at a computer are required. Ability to lift up to 50 lbs.

A valid driver's license or ability to obtain one is required. Driving in winter conditions on mountain roads is to be expected. The position may include periods of night-time work, and weekend and holiday work will occasionally be required to support ongoing observatory operations.

Status: Full Time, Regular
Compensation: \$75K - \$100K DOE
Compensation Type: Salary
FLSA Classification: Exempt
Benefit Eligible: Yes*
Location: Lowell Observatory's Mars Hill Campus- Flagstaff, AZ

To Apply: Please send the following documents to jobs@lowell.edu

- Standard Application (www.lowell.edu/careers)
- Resume
- Letter of interest addressing your qualifications
- Phone numbers and e-mail addresses of three references

Applications are reviewed weekly. Position is open until filled.

*Benefits Overview: In addition to 11 scheduled paid holidays, Lowell Observatory offers a Flexible Paid Time Off policy for all full-time, benefit eligible employees which allows you to determine how much time you need to rest and enjoy yourself outside of work. Paid time off also includes paid Parental and FMLA leaves. The cost of premiums for medical, life & long term disability insurances for benefit eligible employees is 100% paid by the company, and includes a contribution to either an H.S.A or HRA account for first dollar medical expenses. A portion of dependent medical insurance is paid by the company. Up to a 5% match on retirement contributions after 6 months of employment and funds in lifestyle spending account provided by the observatory.

Employment is subject to passing a background check

Lowell Observatory is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Lowell Observatory has always been, and always will be, committed to diversity and inclusion. We seek individuals from all backgrounds to join our teams, and we encourage our employees to bring their authentic, original, and best selves to work.

Lowell Observatory sits at the base of mountains sacred to tribes throughout the region. We honor their past, present, and future generations, who have lived here for millennia and will forever call this place home.

Lowell Observatory is committed to providing access, and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. Our non-smoking campus is at an elevation of 7,200ft/2200m, and the LDT is 40 miles south of Flagstaff at an elevation of 7,800 ft/2370m. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Human Resources office for assistance.

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