



1400 W Mars Hill Rd, Flagstaff, AZ 86001-4499 | USA
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POSITION ANNOUNCEMENT

IT SYSTEMS ADMINISTRATOR

The Systems Administrator is part of Lowell Observatory's IT Department. This position provides support for general operations, 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; and provides support for the escalation and communication of status to management and internal customers. Must have excellent customer service skills and the ability to work with all disciplines (science, engineering, business office, and public program personnel, a very diverse group) in this growing company. This position reports to the Director of Technology.

RESPONSIBILITIES

- Environment incorporates several geographically distributed sites, including the Main Campus of Lowell Observatory located on Mars Hill, as well as remote facilities located at Anderson Mesa and the Lowell Discovery Telescope (LDT) site at Happy Jack.
- Core duties include serving as an escalation point for help desk trouble tickets; core network and server operations; participation in on-call rotation; basic phone operations; ability to work with tech-support vendors; perform operating system upgrades; apply OS patches and updates on a regular basis and deploy/maintain administrative tools and utilities; configure / add new services as necessary.
- Key duties include analyzing Help Desk trouble tickets and formulating and implementing solutions, with the goal of promoting self-sufficiency among the users.
- Foster effective working relationships and consensus across geographical areas and functions.
- Assist in effective provisioning, installation/configuration, operation, and maintenance of the diverse infrastructure.
- Administration and maintenance of Windows Server including Domain Controllers in an Active Directory Domain with Azure
- Deployment and maintenance of servers in both on-site and cloud environments to support applications for departments and users
- Manage enterprise applications and server operating systems (Linux and Windows) running on both physical and virtual machines
- Perform system backups, system installs, end-user support

- Assist in the researching and interpreting of relevant regulations, guidelines, and standards relating to known IT best practices.
- Assist in procurement and purchasing activities; bid analysis, invoice auditing; purchasing forms; bid requests; material requisitions; purchase orders; reports; trending; fixed asset auditing
- Assist in training end users on common applications.
- Maintain data center environmental and monitoring equipment
- Provide weekend and holiday support as needed
- Other duties as assigned

QUALIFICATIONS

Attention to detail. Ability to prioritize work effectively under pressure, to follow timelines and to complete tasks on schedule. Excellent interpersonal skills and ability to work effectively and professionally with departments, agencies, and personnel of diverse backgrounds. Excellent written and oral communication skills. Self-motivated, able to work with minimal supervision. Must have a desire to learn new solutions and to share that knowledge. Able to handle confidential employee and company records with discretion. Excellent time management skills.

Experience with Business Systems Analysis, Network Engineering, or IT Departmental leadership will be viewed favorably but are not required.

EDUCATION AND EXPERIENCE

Minimum of three (3) + years of progressively increasing responsibility and directly related experience. Bachelors (4-year) degree, with a technical major, such as engineering or computer science preferred; or professional IT certifications such as MCSE, Network+, Linux+; or any combination of relevant education and experience in a similar IT role may be considered. Strong written and oral communication skills. Must be able to interact professionally with all employees. Responsibilities occasionally require working evenings and weekends, sometimes with little advance notice.

Status:	Full Time, Regular
Compensation:	\$75k - \$110k DOE
Compensation Type:	Salary
Benefit Eligible:	Yes*
FLSA Classification:	Exempt
Location:	Flagstaff, AZ Lowell Observatory's Mars Hill Campus

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 received by November 6th 2022 will receive priority attention. Position is open until filled

Employment is subject to passing a background check

* Benefits Overview: In addition to 11 scheduled paid holidays, Lowell Observatory offers 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 a lifestyle spending account provided by the observatory.

Lowell Observatory is an Equal Employment Opportunity/Affirmative Action employer and provides equal employment opportunity to all persons without regard to race, color, religion, sex, national origin, age, genetic information, disability, veteran status, political beliefs, sexual orientation, and marital and family status.

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 provides reasonable accommodations to applicants with disabilities. This nonsmoking/drug-free campus is at an elevation of 7,000 ft/2100m, 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.

VERSION October 2022/HR