



CAREER OPPORTUNITY

Position: Systems Administrator

Office: Downtown Milwaukee / Work From Home

Department: Information Technology

Status: Full-time

Career Level: Mid-Level

Reports to: IT Manager

Salary: Based on Experience

Work hours: 11am-7pm CT

Benefits: PTO/Holidays, Health Insurance, Dental Insurance, Life Insurance, Vision Insurance, 401K and More

Robertson Ryan & Associates, a Top 100 Insurance Agency, has an opening in their Information Technology Department. The Systems Administrator performs a variety of daily duties in support of the company's LAN, the nodes on it, and the users who work within it. Candidates should have strong verbal and written skills with the ability to convey ideas and procedures to end-users in a clear and concise manner. This person will be responsible for handling daily tasks submitted to the Help Desk, in addition to handling projects for the IT Manager and companies' management team.

Major Responsibilities:

- Answer, evaluate and prioritize incoming phone, voicemail, email, and in-person requests
- Assist users experiencing problems with hardware, software, networking and other computer-related technologies
- Identify and escalate situations requiring urgent attention
- Diagnose and resolve technical hardware and software issues
- Research questions using available information resources
- Track, route and redirect problems and requests then document resolutions
- Document, maintain, upgrade or replace hardware and software system
- Install, configure and manage PC hardware and software upgrades
- Install, upgrade, and maintain fundamental infrastructure applications to ensure productivity
- Troubleshoot network-related components at local and remote sites to improve productivity and quality
- Monitor systems for security issues or breaches and maintain user accounts and permissions to keep systems secure
- Stay current with system information, changes and updates
- Follow IT standard operating procedures
- Perform other duties or special projects as assigned

Requirements:

- Minimum of two years hardware and software support
- Working knowledge and fundamental operations of relevant software, hardware and other equipment, with the ability/desire to find answers to obscure issues
- Knowledge of relevant business applications including Microsoft Office, Windows Server, Microsoft Hyper-V
- Travel and ability to flex hours based on workload and projects
- Ability to complete multiple simultaneous projects in a timely manner
- Independent thinker and self-motivated
- Ability to multi-task in a fast paced, internal customer focused office

- Expert attention to detail
- A courteous and professional demeanor with good interpersonal skills
- Helpful to be familiar with Microsoft SQL, Microsoft Exchange, Cisco Networking, Fortinet appliances, NetApp SAN and HP Printers

Company Overview

Founded in 1960, Robertson Ryan & Associates, Inc. offers a broad range of solutions for Business, Benefits and Personal Insurance. We counsel and assist more than 30,000 clients from small businesses to national accounts in all industries. With over 250 employees and 130+ insurance companies we are the 58th largest privately held agency in the nation. Robertson Ryan is unique in that each agent is an Agent Owner making client service and satisfaction a top priority. Our culture is dynamic, fun and most employees have worked at RRA well over a decade. Learn more at www.RobertsonRyan.com.

Send your resume, cover letter and salary history to: **Chris Mueller, cmueller@robertsonryan.com**,
No calls, please.