



System Administrator

Location: Fort Leavenworth, Kansas

Reports To: Site Lead/Assistant Site Lead

MTNT, Limited is an Alaska Native Corporation established in 1976. We provide products, services, and technologies to federal clients, and serve as an economic engine creating opportunities for our Alaskan Native Shareholders. MTNT is a for-profit company with a nonprofit heart.

MTNT is hiring an experienced System Administrator. The System Administrator is responsible for the providing IT Helpdesk support for organizations at Fort Leavenworth, KS. The ideal candidate will possess demonstrable IT training and experience, Security+ Certification, a secret security clearance, and a mission-focused attitude.

This job description is not a comprehensive listing of activities, duties, or responsibilities and may change at any time without notice.

Essential Job Functions:

- Installs and configures hardware and software necessary to support database and web systems and enterprise virtual server and virtual desktop environments.
- Creates accurate and up to date documentation for all hardware/software support incidents.
- Provides written daily/weekly status updates for unresolved issues with expected time to resolution.
- Provides user support through virtual and physical Help Desk environments.
- Answers radio calls for support and provides support for the affected user(s) and system(s).
- Remediates non-compliant systems using remote tools such as RDP and DameWare.
- Provides support for Apple devices in conjunction with GS Civilian Technicians.
- Resolves hardware/software interface and interoperability problems.
- Installs and updates approved above baseline software.
- Manages the installation and integration of system fixes, updates, and enhancements.
- Manages system accounts, and access to systems and equipment.
- Manages systems resources including performance, capacity, and availability.
- Ensures systems availability, functionality, integrity, and efficiency.
- Provides touch labor, imaging services, security patching/updates to customer systems on all supported networks.

Key Competencies and Abilities:

- Ability to work in a team environment.
- Ability to multi-task.

- Ability to troubleshoot issues accurately with user provided details.
- Ability to solve problems in stressful situations.
- Strong attention to detail.
- Ability to explain technical concepts to inexperienced users.
- Time management skills.
- Excellent written and verbal communication skills required.

Education and Experience:

- **Security+ Certification required.**
- **Active secret clearance required.**
- Possess experience in an equivalent position.
- Training in current operating systems (i.e. Skillport, Authorized Vendor, etc.).
- Possess experience with databases, networks, upgrading hardware and software, designing networks, laying out the infrastructure for LANs, troubleshooting network outages, and user troubles.
- Knowledge of latest security protocols for the LAN and wide area network (WAN).
- Proficient with software tools such as SnagIt capture, Adobe products (Acrobat Pro, Creative Suite, Photoshop, Dreamweaver), MS O365, RDP, PowerShell, Active Directory, and DameWare.
- Possess commensurate work experience, OR additional certification(s) through an approved vendor (CompTIA, EC-Council, Cisco, Microsoft), OR an associate degree in a relevant discipline.

Apply at: MTNT's career website: <https://mtnt.net/careers/>

or Indeed.com:

<https://www.indeed.com/jobs?q=mtnt&l=Leavenworth%2C%20KS&vjk=26fdad46aa1da019>