



**Position- System Administrator**  
**Facility Name- McCormick Place**  
**Location- Chicago, IL.**

**POSITION:** System Administrator  
**DEPARTMENT:** Technology Services  
**REPORTS TO:** Director of Technology Services  
**FLSA STATUS:** Salaried/Exempt

### **Summary**

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a System Administrator for SMG/McCormick Place. Responds to Help Desk and Desktop support requests and issues. Interfaces with users by phone or onsite to resolve questions or problems. Responsible for the Tier 2/Level II type support for all end-users. Responsible for assisting with the support, and maintenance of the existing and future Windows Server infrastructure and computing environments. This will include assisting in the implementation, support, maintenance, and management of a Microsoft-based server and computing environment.

### **Essential Duties and Responsibilities**

- Assists in the design, configuration and administration of Windows 2012 r2/2016.
- Assists in the creation and management of Active Directory group policy.
- Creates and maintains Active directory users, groups and objects.
- Assists in the management of existing and future Active Directory Domains and Trusts.
- Assists in the management of various Microsoft technologies including but not limited to SCCM, DNS, Hyper-V, clustering, WSUS.
- Assists in the management and configuration of all data storage and retention including Veeam, and networked SAN/NAS storage systems.
- Provides expertise in deploying and configuring current and future 3rd party applications and hardware, as well as maintaining support relationships with various software and hardware vendors.
- Provides expertise in maintaining the integrity and uptime of all PC, server, hardware, and data storage systems.
- Responds to Helpdesk calls, diagnoses reported problems, develops, and implements solutions to reported problems. Responsible for quality and timeliness of work performed.
- Opens, tracks and closes all related problem tickets, monitors ticket queues and ensures data quality for call ticket system.
- Develops detailed and comprehensive technical documentation, studies, and reports.
- Identifies network and system problems, and determines and coordinates corrective actions.
- Provides on-call support as required for all network and other technical issues.
- Performs other job-related duties as assigned.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

- High School Diploma or equivalent.
- Bachelor's Degree in Information Technology, Computer Science or related field is preferred.
- Four (4) years of hands on work experience in a similar role.
- Advanced training in PC and troubleshooting/repairs is highly preferred.
- Demonstrated experience and ability with the following technologies and IT processes:
  - PC hardware/software/peripheral/installation/maintenance required.
  - Microsoft Active Directory administration required Network monitoring and analysis tools.
  - Installing, hardening, patching, maintaining, upgrading, and managing Microsoft computing environments (including operating systems and server software) according to the latest Microsoft best practices.
  - Configuring, supporting, maintaining, and managing policies, rights, and securities within a Windows Server (2012/2016) Active Directory environment.
  - Implementing and administrating common TCP/IP-based services, including but not limited to: DNS, LDAP DHCP, HTTP, FTP, SSH, SMTP, etc.
  - Experience in the use of Hyper-V and in maintaining virtualized server environments.
  - Experience using root-cause analysis in order to troubleshoot network and other IT-related problems and issues.

### **Skills and Abilities**

- Knowledge of networking topologies (e.g., Ethernet, DHCP, DNS, TCP/IP etc.) preferred.
- An in-depth knowledge in a variety of application software products (Windows 7, Microsoft Office suite) is critical.
- A working knowledge of common network monitoring and security utilities.
- Strong verbal and written communication skills (including experience in developing and maintaining technical, interpersonal skills) and a commitment to quality and providing exemplary customer service required.
- Excellent, proven problem-solving skills.
- Must be able to work flexible schedule.
- Must be able to lift 50 lbs (17" Monitors, Printer(s) etc.)

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Microsoft MCITP, MCSE and/or MCSA preferred.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to walk for extended period of time to support staff in other buildings. Specific vision abilities required by this job include close vision for review of programs and data reporting for long periods of time. Must be able to lift 50lbs (17" Monitors, Printer(s) etc.)

**Hours of work**

This position will generally work standard business hours but, the candidate may be required to work off schedule hours including weekends.

**Note**

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

**Please use the below link to apply.**

**External Candidates:**

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000455129306#/>

**Internal Candidates:**

<https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000455129306#/>

Recruiter- Stella Butera  
McCormick Place/SMG  
301 E. Cermak Rd, Chicago, IL. 60616

Applicants that need reasonable accommodations to complete the application process may contact  
312.791.7000.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

**We will only accept application from January 24, 2019 through February 24, 2019**