

THE TREVINO GROUP
JOB DESCRIPTIONJob Title: IT Administrator/Document Control ManagerFLSA Status: ExemptReports To: Chief Financial OfficerDate: November 18, 2021**SUMMARY**

IT Administrator – Designs, supports, maintains and evaluates computer networking and telecommunication systems. Installs, configures and maintains computer servers; maintains employee network emails; and distributes all telecommunications equipment.

Document Control – Implements document/data management solutions with a primary focus on document control and records management. Administers data/document management applications.

DUTIES AND RESPONSIBILITIES**IT Administrator**

- Oversee the day-to-day operation of computer networks and servers including hardware/software support, training and special projects.
- Plans design and implements data connectivity for local area network (LAN), wide area network (WAN) and telecommunications systems.
- Assists in LAN/WAN/communications hardware purchases and system installation, backup, maintenance, problem solving and archiving data
- Recommends network and software upgrades
- Maintains maintenance contracts and licensing for hardware, software, and telecommunications.
- Maintains log of employee equipment assignments
- Establishes and maintains user accounts, profiles, file sharing, access privileges and security.
- Ensures daily backup of servers and resolves server, network or telecommunication problems.
- IT Administration Liaison with IT Consultants/3rd Party IT Provider in problem resolutions, and ongoing performance.
- Performs other miscellaneous systems administration tasks and special assignments as directed.
- Upgrade, install and configure new hardware and software to meet company objectives.
- Implement security protocols and procedures to prevent potential threats
- Perform diagnostic tests and debugging procedures to optimize computer systems.
- Develop data retrieval and recovery procedures

- Design and implement efficient end-user feedback and error reporting systems
- Keep up to date with advancements and best practices in IT administration
- Provide instructions and help desk duties to increase user knowledge

Document Control

- Develop and implement Document Control procedures and processes
- Interpret document retention requirements, and review with appropriate management.
- Coordinate the implementation and application of the document management system with user departments by instructing, advising and directing company personnel.
- Supervise and guide all Document Control activities
- Control and track the archives, and disposal of Out of Date archives
- Meet with staff or management to discuss any special problems that arise
- Provide assistance to users in capturing and locating electronic information
- Develop and maintain various logs and reports for document archives
- Keep abreast of technologies, techniques and services in order to work with staff members to improve services.
- Exemplifies the service attitude at all times
- Performs other related duties upon request

Requirements:

- Bachelor's degree in computer science, information technology, information systems, or similar.
- Applicable professional qualifications/certifications
- At least five years' experience in a similar role
- Extensive experience with IT systems, networks, and related technologies
- Solid knowledge of best practices in IT administration and system security
- Capable of providing oversight in overall development of document controls systems.
- Exceptional leadership, organizational, and time management skills
- Strong analytical and problem-solving skills
- Excellent interpersonal and communication skills