



## **JOB DESCRIPTION**

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**Job Title:** Senior Systems Administrator IT/OT

**Department:** Information Technology

**Reports To:** IT Manager

**FLSA Classification:** Full time, Exempt

**Revision Date:** March 2026

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### **I. Position Summary:**

The Senior Systems Administrator is responsible for the effective installation, configuration, operation, and maintenance of all systems hardware, software, automated meter reading systems and related infrastructure supporting Greer CPW operations across both the IT and OT networks. This role ensures that servers, operating systems, network services, and cloud software platforms remain stable, secure, and fully optimized to meet organizational needs.

### **Position Responsibilities: Essential**

#### **Network & Infrastructure Administration**

- Design, configure, and maintain LAN/WAN infrastructures, including switches, routers, wireless systems, firewalls, VPNs, and remote-access technologies.
- Manage network routing and services using TCP/IP, DHCP, DNS, VLANs, and routing protocols.
- Perform network performance monitoring, capacity planning, and fault resolution.
- Ensure network redundancy, resilience, and uptime through proactive planning and lifecycle management.
- Implement and maintain secure network segmentation between IT and OT environments

#### **Server, Virtualization & Cloud Technologies**

- Administer Windows Server platforms, including Active Directory, Group Policy, DNS, DHCP, file/print infrastructure, and authentication services.
- Manage VMware virtual environments, including host configuration, VM deployment, resource optimization, snapshots, disaster recovery, and vCenter operations.
- Oversee Microsoft 365 services such as Exchange Online, Teams, SharePoint Online, OneDrive, Intune, and Entra ID.

#### **Storage & Backup Administration**

- Manage Storage Area Networks (SANs) including provisioning, performance monitoring, redundancy planning, and firmware maintenance.
- Maintain enterprise backup and recovery systems, ensuring proper retention, replication, and disaster recovery compliance.

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**Cybersecurity & Compliance**

- Implement and manage firewall technologies, intrusion prevention systems, endpoint protection, and security monitoring solutions.
- Enforce cybersecurity best practices, MFA, conditional access, least-privilege access controls, and patch compliance.
- Conduct security audits, vulnerability remediation, incident response, and continual risk assessment.
- Ensure adherence to internal and external security standards, including those relevant to regulated utility environments with secure boundaries between the IT and OT networks.

**Automated Meter Infrastructure**

- Assume full responsibility of the AMI software performance for all services.
- Maintain expertise in head-end software for advanced meter vendors, ensuring systems remain synchronized with GIS and billing platforms.
- Monitor read performance, alerts, integrations, and proactively address issues to prevent customer impact.
- Develop and maintain data dashboards, utilizing tools such as Power BI for ongoing monitoring and reporting.
- Monitor, coordinate, and report on issue status and emerging trends to support timely resolution and proactive improvements.
- Collaborate with the Endpoint Field Supervisor and cross-functional teams (including Billing, Engineering, Warehouse, and Customer Service) to ensure the accuracy of AMI data, the reliability of alerting, and the overall health and performance of all related systems.

**User & Operational Support**

- Provide advanced troubleshooting for hardware, software, network, and systems issues.
- Maintain and support mission-critical systems with 24/7/365 availability
- Train employees in new technologies, tools, and best practices when needed.
- Maintain a high level of customer service, supporting internal users and assisting other teams with technical needs.
- Provide technical guidance and mentorship to IT staff and assist with complex troubleshooting escalations.

**II. Position Responsibilities: Other**

- Other duties as assigned.

**III. Essential Skills and Experience:**

- A bachelor's degree in computer science or related discipline.
- Five to ten years of responsible experience in network administration, operation, and support.
- Two years of automated meter infrastructure experience
- Industry Certifications preferred such as:
  - CompTIA Network+

- CompTIA Security+
- CompTIA Cloud+
- CompTIA A+
- Microsoft Azure Associate or higher level
- VMware Certified Professional (VCP)
- Microsoft Certified Professional (MCP)
- Ability to effectively multitask and prioritize simultaneous projects and requests
- Valid South Carolina Driver's License required.
- Must have knowledge and understanding of appropriate safety procedures and be able to respond in emergency situations.
- Ability to lift 50 pounds or more.
- Demonstrated customer service skills.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Demonstrates strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.

#### IV. Safety & Compliance

- Follow all safety rules and regulations
- Maintain CPR and first aid certification
- Wear protective equipment and operate tools/vehicles safely

#### V. Mental and Physical Demands (per ADA guidelines):

##### Physical Demands Lift/Carry

Stand - O (Occasionally)

Walk - O (Occasionally)

Sit - F (Frequently)

Handling / Fingering - C (Constantly)

Reach Outward - C (Constantly)

Reach Above Shoulder - O (Occasionally)

Climb - O (Occasionally)

Crawl - O (Occasionally)

Squat or Kneel - O (Occasionally)

Bend - O (Occasionally)

Driving – O (Occasionally)

##### Lifting

10 lbs or less - O (Occasionally)

11-20 lbs - O (Occasionally)

21-50 lbs - O (Occasionally)

51-100 lbs - O (Occasionally)

Over 100 lbs - N (Occasionally)

##### Push/Pull

12 lbs or less - O (Occasionally)

13-25 lbs - O (Occasionally)

26-40 lbs - O (Occasionally)

41-100 lbs - O (Occasionally)

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

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Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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