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# Example of IT Administrator Job Description

Our innovative and growing company is searching for experienced candidates for the position of IT administrator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT administrator

* DiskExtender Administrator
* Assists in preparing and administrating department documents, spreadsheets, composing and coordinating events with vendors, contacts, and visitors
* Communicate with end users to review and status Helpdesk service requests (on-line and in-person), coordinate hardware and software incidents with IT staff to support incident resolution if possible
* Provide initial technical phone support including assistance with incident troubleshooting in a timely manner and coordinating issue resolution with IT staff, vendors and customers
* Accurately monitor, record, update, and document requests using the IT service desk system
* Create, process and file purchase requisitions for IT hardware / software and process / download orders using on-line websites as required
* Track, coordinate and document renewal of all annual hardware / software contracts
* Publish and maintain relevant support documentation for PPI systems, BCP and maintain IT standards compliance
* Maintain end-user and customer confidence by keeping commitments and giving accurate and concise assistance in a timely professional manner
* Escalate technical issues to IT staff / Management to support problem resolution

## Qualifications for IT administrator

* Intermediate proficiency with Microsoft Office and Visio 2010
* Knowledge network components, TCP IP, DHCP, DNS
* Able to work alone and complete tasks in a timely manner
* VMware vSphere and all related components such as vCenter, High Availability, and Fault Tolerance in vSphere 5.x-6.x
* Enterprise storage solutions such as NAS, FC and iSCSI SANs and their integration with VMware system through the use of proprietary SAN OS, EMC and HP
* Exchange (2013) along with specific server roles and High Availability options