



Position Title: Systems Specialist
Reports To: IT Services Manager

Department: Information Technology
FLSA Status: Exempt

General Summary:

The IT Systems Specialist provides oversight and administration of PRTC's Backoffice billing and management systems. Responsibilities include determining optimal systems settings, providing management and administration for PRTC's billing system including recommending and managing updates, coordinating training and product enhancement improvements, end user support and managing dashboards and reports. Additionally, the IT System Specialist will perform other system administration duties such as cyber security systems, Salesforce, Alarm.com, Fleet management and other business related systems. This position will evaluate and recommend new software systems and enhancements to existing systems to improve overall efficiency in the daily operations of the business.

Essential Job Functions:

- Provide advanced administration of PRTC's Backoffice financials, billing and provisioning systems.
- Evaluate departmental usage of Backoffice systems and provide recommendations on how to improve efficiency of use and increased accuracy.
- Evaluate and recommend new software tools and vendors to enable employees to provide efficient customer service and network operations.
- Collaborate with NOC personnel to regularly audit and resolve billing and provisioning discrepancies within our Backoffice systems.
- Develop and automate custom reports and dashboards including defining, gathering, refining, and documenting requirements/scope.
- Collaborate with the operations and engineering teams to deliver insights into user performance and make recommendations that enhance the user engagement.
- Analyze data and draw appropriate conclusions with the ability to effectively translate insights and recommendations into business strategies.
- Perform system administration duties for PRTC's financial systems including Microsoft Dynamics.
- Manage and support other business systems such as Microsoft Active Directory, Alarm.com dealer portal, Salesforce, Cyber security systems and file/print systems.
- Perform other related IT projects as directed by the IT Services Manager.



**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

Knowledge, Skills, and Abilities:

- Strong system administration skills and a working knowledge of Windows server administration, Active Directory and related systems.
- Strong knowledge of software programs such as Microsoft Excel, PowerPoint, and other business analytics tools. Advanced skills in Excel recommended.
- Ability to learn all aspects of PRTC's billing and provisioning systems and to effectively evaluate their use, make recommendations on improvements of the systems and assist employees with training and written procedures.
- Experience working with data visualization tools such as Power BI or Tableau preferred.
- Ability to solve systems problems using a data-driven methodology.
- Strong organization and documentation skills
- Ability to work effectively, with minimal supervision, with other operations and engineering staff.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Ability to work independently and make sound technical decisions using information at hand.

Education and Experience:

- Associates Degree computer science or related field required. Bachelor's degree preferred.
- Two or more years of experience in a related IT role performing traditional System Administration duties such as managing Active Directory, file and print servers, or other cloud-based systems.
- Microsoft, Red Hat, CompTIA or similar industry certifications preferred.
- Must be comfortable making presentations and speaking in public.
- Must be able to work well with cross functional teams.



Evaluation Criteria:

- Ability to communicate well with coworkers and proactively implement and support back office software systems.
- Detail oriented with strong working knowledge of IT system administration duties.
- Education and industry certifications.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.			X	
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations.		X		
Lifting/Pulling/Pushing: Must be able to lift at least 40 lbs.		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Somewhat disagreeable working conditions due to the continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally, but usually not at the same time.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.