



Job Title: IT System Administrator
Department: Information Technology
Location: Pittsburgh, PA

Job Summary:

The IT Systems Administrator is a hands-on role responsible for supporting the Banks IT Infrastructure and assisting with day to day IT related requests. The incumbent must be able to work in a team environment with our Support Desk staff, and be proactive in identifying issues, troubleshooting problems, and providing professional IT assistance to Bank employees. This role would work very closely with the Senior IT Systems Administrator and serve as his/her backup on all projects and initiatives, while also serving in a hybrid role, when necessary, to assist our Support Desk Team.

Primary Job Responsibilities:

- Administration of Windows Active Directory and Group Policy
- Administration of Cisco Call Manager, Unity, and Cisco Contact Center (UCCX)
- Install and configure new hardware, software, peripherals, services, and settings in a Windows Server 2012 R2, 2016 and 2019 environment
- Monitor systems to verify the integrity and availability of all hardware, server resources, and key processes that support the day to day production of the bank
- Monitor systems daily and respond immediately to all system issues and/or outages
- Provides technical support for both hardware and software issues that users may encounter

Education and Experience Requirements:

- Bachelor's Degree in Computer Science or Information Technology, or equivalent work experience.
- Five years of experience in IT Systems Administration
- Experience with mobile device management (MDM) platforms for iOS devices
- Experience with Polycom video conference units
- Experience in banking and/or financial services would be highly beneficial

Essential Skills and Abilities:

- Advanced knowledge of Microsoft Windows Server, Active Directory, Group Policy, and PDQ Deploy/Inventory
- Advanced knowledge of VMWare, Nimble SAN, Backup, and Replication
- Advanced knowledge of Cisco VOIP phone systems and Cisco Contact Center (Advanced training to be provided if needed)
- Advanced knowledge of print server administration
- Demonstrates excellent critical thinking and problem-solving abilities; superb written, verbal, and presentation skills
- Ability to respond, when needed, 24/7 if system issues arise
- Ability to multitask

TriState Capital Bank provides equal employment opportunity and advance in employment to qualified persons regardless of race, color, sex, religion, national origin, age, sexual orientation, gender identity, disability, veteran status, or other categories protected by law.

TriState Capital Bank is an Equal Opportunity Employer.