



Hershey Trust Company Position Description

Position: System Administrator
Date: September 2022
Reports To: Manager, Information Technology

The Hershey Trust Company (“HTC”) helps to advance the legacy and vision of Milton and Catherine Hershey in perpetuity through excellence in asset management and trust administration. HTC’s mission is to enable the Milton Hershey School Trust, The M.S. Hershey Foundation and the Hershey Cemetery Perpetual Care Trust to achieve their long-term goals, by serving with excellence as their Trustee and asset manager. As a trusted and valued partner, we work collaboratively among the group of Hershey entities who collectively preserve and advance the Hershey legacy.

General Position Description and Principal Accountabilities:

The System Administrator will have primary responsibility for installing, configuring, supporting and maintaining workstations, laptops, servers (physical and virtual), and other related systems. This role will support end-users either in office or virtually to resolve technical issues and provide technical assistance. The role will help identify opportunities to improve, enhance and/or upgrade current technology and applications and will help complete those enhancements and upgrades. The role will help maintain the daily technology operations including backup / replication procedures and network performance monitoring. This position will work with vendor’s support related to diagnosing and resolving vendor hardware, software, or application problems.

- Manage the configuration and operation of client-based operating systems/end-user software and provide technical support for both hardware and software issues.
- Coordinate with end-users and department managers to implement desktop and server/SaaS systems that utilize industry best practices to meet corporate objectives.
- Maintain, and enhance technology and software by recommending, scheduling, and performing software and hardware improvements, upgrades, patches, reconfiguration, and/or purchases.
- Anticipate, mitigate, identify, troubleshoot, and resolve network, servers, and workstations hardware issues. Escalate incidents as necessary.
- Troubleshoot problems related to Windows OS, ThinPro OS, MS Office Suites, Adobe Acrobat, Web Browsers, etc.
- Install computers, printers, wireless, or other network devices and applications.
- Assist with data backups, disaster recovery, and data restoration.
- Assist IT Manager with monitoring performance of problems, defects or potential security incidents while completing regulation check sheets.
- Practice technology asset management to review and recommend system replacement, including maintenance of technology inventory and related documentation.
- Develop, document, and maintain procedures and training plans for system administration and appropriate use.
- Assist IT Manager with security, regulatory, and technology audits.
- Manage users’ access to system resources including Active Directory and SAAS products.
- Train employees on use of computers, applications and network.
- Administrate network infrastructure, including firewalls/gateway devices, load balancers, switches, and access points.



Hershey Trust Company Position Description

- Manage communications and connection solutions, including workstation connectivity, local area networks, ISPs, intranet, and Internet applications.

Minimum Qualifications:

All employees are expected to demonstrate our Core Values of **Teamwork, Integrity, Respect, Impact** through their words and their actions. In addition, this role requires a broad base of business knowledge and subject matter expertise, typically acquired through a combination of education, certification and prior work experience, as follows:

Candidates must demonstrate a thorough understanding of networking, virtualization, and Windows workstation and Server administration and troubleshooting typically acquired through a combination of education, certification, and prior work experience to include:

Education and Experience

- Associates Degree or higher in Information Technology or related field.
- 5 years or more experience working in Desktop, Network, Server, VMWare Support positions required.

Certifications/Designations

- VMWare VCP preferred and a plus
- Microsoft MCSA / MCSE, Cisco CCNA, Microsoft M365 / Security / Messaging Associate, CompTIA Network+, Server+, or Security+ highly preferred

Knowledge, Abilities, and Skills:

- VMWare vSphere and Horizon VDI environments
- Microsoft Server and Workstation Operating Systems
- Microsoft Office and Office 365
- Active Directory and Azure Administration
- HPE Servers and Switch Hardware
- Palo Alto Firewalls
- Networking and Telecommunications
- PowerShell, Putty, and Command Prompt
- Thin Client technologies
- Backup and Recovery practices utilizing Veeam
- Basic Information Security practices
- Ability to organize and prioritize multiple tasks and project deadlines
- Strong problem-solving and technical troubleshooting ability
- Ability to deal with confidential information
- Strong communication skills, both written and verbal, with ability to work cross-functionally between departments
- Proven ability to collaborate and work in a team and to forge relationships across departments
- Ability to understand information, analyze systems, and make thoughtful recommendations



Hershey Trust Company Position Description

- Ability to work independently to read, understand, and implement product or manufacturer documentation
- Goal orientation and strong work ethic
- Flexible and quick learner to adapt to changing environments. Able to identify new approaches to support dynamic organizations
- Research and analysis skills including the ability to communicate technical concepts to technical and non-technical audiences and present critical matters to the various management teams

Working Environment

- May be required to work some nights and weekends as needed for business operations
- Required to manage moderate levels of stress
- Required to lift or carry supplies and equipment to a maximum of 35 pounds
- Requires professional demeanor as position will interact with a variety of customers to include co-workers, the public, Board members, and other Hershey entities
- May be required to travel to other Hershey entities, retreats, meetings or conferences with possibility of some overnight travel.

FLSA Classification: Exempt
HTC classification: Full-time

Hershey Trust Company is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law