

# **IT System Administrator**

## **Position Summary**

Farmer Mac is a vital part of the agricultural credit markets and uses technology to fulfill its mission of serving rural America. Farmer Mac is seeking an experienced Windows System Administrator to join our team. This primary role of this position to build, maintain, configure, troubleshoot, and upgrade Farmer Mac's information technology ("IT") infrastructure including operating systems, software, and networks. Additional primary responsibilities include designing, planning, performance tuning and recovery procedures for Farmer Mac's systems, as well as the management and support of Farmer Mac's in-house and commercial-off-the-shelf ("COTS") IT applications and systems. The prime directive of this position is ensuring the technology infrastructure runs smoothly and efficiently.

Secondary responsibilities include providing desktop support and conducting research, design, test, and evaluation (RDT&E) of new systems.

Critical thinking and resourcefulness are necessary skills in this role. Suitable candidates must be able to balance long-term strategic planning with the immediacy of daily user support. Equally important is the ability to work without supervision as well as collaborate as a member of a larger team.

## **The People You Will Work With**

The position will report directly to the Senior Manager of IT. The position will liaison with members of the Farmer Mac's IT Management, Development, Enterprise Data, Business Analysts, Operations, and Compliance teams. The role will interact frequently with third-party IT vendors, managed service providers, and consultants. Interaction will occur with users ranging from administrative assistants to executives via e-mail, instant message, telephone, and face-to-face meetings.

## **Where and When You Will Work**

The position will be based in Farmer Mac's Johnston, Iowa office located at 9169 Northpark Drive, Johnston, IA. Core business hours are Monday through Friday 8:30 am to 5:30 p.m. eastern time. Work outside of these times may be required for planned and unplanned activities to complete time sensitive projects or to attend off-site meetings or events. Periodic travel is expected of this position.

## **Primary Responsibilities and Duties**

- Administer Windows Server environment (DHCP, DNS, Active Directory, Group Policies)
- Configure workstations with computers and necessary peripheral devices (printers, hard drives, etc.)
- Support Office 365 and Azure environments
- Coordinate with third-party support resources when necessary to efficiently complete projects and resolve issues
- Test new applications for use in current environment
- Package applications for automated deployment
- Identify common issues, and proactively develop systems to prevent problems from recurring
- Perform network administrative and support tasks; network address assignments, routing, security configurations, virtual private networks (VPNs), and other related duties
- Conduct daily system checks, report weekly on system and network status, perform monthly system and network reviews, and facilitate quarterly and semi-annual system and network audits
- Perform system administrative and support tasks; server administration, backups and recovery, software updates, and other related duties
- Perform client administrative and support tasks; desktop/laptop and mobile device administration, software updates, peripheral management, and other related duties
- Ability to follow established and industry best practice IT Configuration Management processes; create standards, implement standards, maintain documentation, validate and audit, and review standards
- Ensure compliance and reporting in accordance with Farmer Mac policies and industry regulations
- Follow established and industry best practice IT Asset Management processes; plan, acquire, deploy, manage, and retire
- Learn the features, functions, and configuration of Farmer Mac systems and applications
- Gain an understanding of Farmer Mac's business operations and stakeholders; seller banks, servicers, investors, Board of Directors, auditors, and regulators
- Respond to and take ownership of user and automated reports of issues
- Analyze and isolate issues, conducting any needed research and testing
- Remediate issues
- Log all issues, findings, and completed actions within a ticketing portal
- Report to management issues that are high profile, impair business operations, or pose a risk to security; assist with response to cyber security incidents

- Escalate issues within Farmer Mac and to vendors as necessary
- Maintain data center and computer lab environment
- Write documentation for both technical and end-user audiences
- Perform work in a timely and professional manner
- Manage and support MDM solution for mobile devices
- All other duties as assigned

## **Desired Skills and Qualifications**

- Demonstrated ability to manage a multi-site network infrastructure
- Demonstrated ability to deploy, maintain and upgrade local and Azure network
- Demonstrated knowledge of core Microsoft technologies including but not limited to Azure, Office 365, Windows Servers, Active Directory, SQL Server
- Demonstrated knowledge of network technologies like LAN/WAN, subnets, firewalls, VLAN's, and VPN using Cisco switches, routers and ASA's or similar enterprise grade security and networking devices
- Ability to troubleshoot issues in a quick and timely manner
- Knowledge in server hardening and industry standards such as CIS and NIST
- Strong critical thinking and resourcefulness skills
- Experience with user, security group, and enforced policy administration in Active Directory, Group Policy, and other system management tools
- Proven experience as a Windows System Administrator
- Experience with managing Azure environments
- Experience with database, networks (LAN, WAN); primarily within a Microsoft environment
- Proficient in scripting with Power Shell
- Demonstrate ability to establish and maintain effective relationships and partnerships with key stakeholders
- Demonstrate experience in managing one's own work as part of complex projects that are strategic in nature
- Demonstrate familiarity with the system/software development lifecycle
- Understanding of complex systems, applications, and technologies
- Strong verbal communication skills to support internal and external IT stakeholders
- Ability to interface with third-party service providers
- Must have good understanding of user environment management, including desktops/laptops, mobile devices, profile management, software delivery, etc.
- Experience with Salesforce environments
- Experience supporting COTS, PaaS and SaaS applications

## **Preferred Skills and Qualifications**

- Database server administration and security
- Experience with Microsoft Team Foundation Server (TFS) & Visual Studio Team Services (VSTS)
- Experience supporting Bloomberg services
- Working knowledge of Meraki LAN, Wireless, MDM and Firewall technologies
- Experience with QRM
- Experience with Enterprise Financial systems

## **Technologies Specific to Farmer Mac**

- Microsoft Azure
- Microsoft Office 365
- Windows 10 Enterprise
- Microsoft Data Protection Manager & BitLocker
- Microsoft DirectAccess
- Microsoft SQL Server 2016, 2014
- Bloomberg
- Cisco Meraki
- iOS devices
- Hosted VoIP
- QRM

## **Education and Experience**

- Bachelor's Degree in Information Systems, Computer Science or related field – Required
- 6+ years' experience of dedicated systems administration, virtualization, and technical support
- MCSA or MCSE – Required
- Systems administration/system engineer certifications in server technologies, network equipment, and Information Technology Infrastructure Library (ITIL)

## About Us

At Farmer Mac, everything we do is inspired by our mission, our promise and our values. We are a diverse group of talented, engaged, and passionate individuals who are committed to bringing vitality to rural America through innovation, collaboration, and excellence. This team embodies these principles that have guided Farmer Mac since its inception and help us to serve as a champion for rural America. Candidates for this position must share the same appreciation for rural America and should, want to devote a career to serving those who help set the global standard in agriculture and rural utilities while advancing the livelihood of rural communities.

## Farmer Mac's Mission

Farmer Mac is committed to help build a strong and vital rural America by increasing the availability and affordability of credit for the benefit of American agriculture and rural communities.

## Farmer Mac's Promise

To build a strong and vital rural America through innovation, collaboration, and excellence.

## Farmer Mac's Core Values

Stewardship

Unparalleled Service

Innovative Thinking

Collegial Collaboration

Unrelenting Excellence

Absolute Integrity

Passion for Rural America

One Farmer Mac

### **Farmer Mac is an equal opportunity employer.**

NO EMPLOYEE OR JOB APPLICANT WILL BE DENIED OPPORTUNITIES OR BENEFITS AT FARMER MAC BASED ON RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN, DISABILITY, VETERAN STATUS, CITIZENSHIP STATUS, GENETIC INFORMATION, OR ANY OTHER BASIS PROHIBITED BY APPLICABLE LAW.