

System Administrator

CDP, Inc. is a premier provider of data management systems and services for the public health community including the Special Supplement Program for Women, Infant, and Children (WIC). CDP is searching for an experienced **System Administrator** to work the third shift in our world-class data center. Our company develops and hosts software for state and federal government health agencies. We are looking for a highly self-motivated individual to join our Network Operations team that maintains our servers and network components.

Job Description:

The System Administrator is responsible for maintaining and supporting the company's technology systems. Facilitate meetings with internal and external stakeholders. It works independently during overnight shifts to support our 24/7 operations.

The position will be remote but prefer the applicant to be within a few hours of one of the CDP data centers located in Frankfort, KY, or Romeoville, IL with no relocation assistance available. Applicants must be authorized to work in the United States on a full-time basis for any employer. Travel to CDP offices and client locations will be required periodically.

Schedule:

Normal working hours are listed below but flexibility is needed to shift hours as needed to fit inside of system and client maintenance windows. All times listed below are EST.

- **Tuesday:** 12 AM to 8 AM
- **Wednesday:** 12 AM to 8 AM
- **Thursday:** 12 AM to 8 AM
- **Friday:** 12 AM to 8 AM
- **Saturday:** 12 AM to 8 AM

Responsibilities:

- Install, configure, and maintain Windows and Linux Servers. Including updating the operating system, antivirus, and other software
- Proactively act on incidents reported by various monitoring tools and communicate/escalate reportable events to the corresponding product team
- Install, configure, and maintain network components
- Responsible for deployment of software updates to production servers, rolling over production servers to hot-site for maintenance or during an emergency
- Monitoring connectivity between CDP data centers, as well as connections to our partner's data centers
- Responsible for monitoring system performance and troubleshooting issues
- Perform timely workstation hardware and software upgrades as required
- Adhere to CDP's controls for security, incident, problem, and organizational change

- Lead discussions and facilitate meetings with internal and external customers
- Lead troubleshooting and resolution efforts during system outages.
- Make decisions during an emergency that will have the most positive outcome for all affected

Minimum Qualifications:

- Bachelor's degree in Business, Computer Science, Information Technology, or similar discipline. Equivalent work experience is acceptable
- Working understanding of network and computer security
- 1+ years of Experience with Server Farms and Load Balancing
- 1+ years experience with 24x7 always-on enterprise software systems
- 1+ years Experience with Active Directory
- 1+ years experience in Network Administration
- 1+ Years experience with HyperV and VMWare Virtualization

Preferred Skills:

- Excellent troubleshooting and problem-solving abilities
- Ability to communicate complex ideas effectively, both verbally and in writing
- Proven ability to work both in a team environment and independently
- Ability to progress with minimal supervision, while meeting deadlines, gathering and documenting customer requirements, and preparing communications to report back to clients and internal leadership
- Self-Motivated, ability to complete work on schedule with minimal supervision
- Ability to thrive in a flexible work environment
- Experience with Windows Server Operating Systems
- Experience with Network components, Cisco preferred
- Knowledge in routing and switching protocol
- Experience with SAN storage Management
- Experience with Cloud Infrastructure/Services (Azure, OCI)
- Experience with Azure Devops
- Experience with WIC, EBT, and/or enterprise health systems or electronic payment systems
- Experience with HIPAA requirements and security
- Experience with Project and Operations Management

About Our Culture

At our core, we value our relationships, both internally and externally. This means we respect everyone's contributions. Our staff and customers have a seat at the table. We listen, we comment, and we decide our way forward based on what is best for all. Because we are a private company, we do not have public shareholders to report to. We do not have quarterly or annual financial targets to meet. Our

relationships are paramount because they determine our long-term success. *When everyone feels empowered, everyone succeeds.*

It is the policy of Custom Data Processing, Inc. to assure that applicants are considered and that employees are treated fairly during their employment, without regard to race, color, religion, age, physical or mental disability, sex, marital status, ancestry, national origin, veteran's status, citizenship, pregnancy, sexual orientation, other protected activities, or any other characteristic protected by federal, state, or local law. Such action shall include, but not be limited to the following: employment, promotion, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; wages or other forms of compensation; selection for training, including apprenticeship, pre-apprenticeship, and/or on the job training; and ensuring and maintaining a work environment free of harassment, intimidation, and coercion at all sites and in all facilities at which employees are assigned to work.