

**Title:**

Associate IT Administrator

Reports to:

IT Administrator

Job Purpose:

The Associate IT Administrator is responsible for keeping the organization's IT environment healthy, secure, and reliable. This role will focus on daily monitoring of key systems, server maintenance, and user policy enforcement across both cloud and on-prem environments. The Associate IT Administrator will also help monitor and configure backups, run security checks, and ensure infrastructure systems are running smoothly while assisting with user and device management. This role requires strong attention to detail, technical discipline, and the ability to escalate issues quickly before they snowball.

Key Responsibilities and Accountabilities:

- Perform **health checks** on critical systems:
 - Endpoint security status and alerts
 - Firewall performance, security events, and uptime
 - Backup jobs and verification of recovery points
 - VM Farm overall health and status
- Administer user accounts, licenses, and permissions in **Microsoft 365** and **on-prem AD**.
- Support and enforce **Group Policies (GPOs)** for domain-joined systems.
- Deploy and manage applications, updates, and compliance policies through **Intune**.
- Assist with patching, updates, and periodic maintenance windows.
- Document incidents and resolution steps in line with IT standards.
- Escalate unresolved or high-priority issues to senior IT staff or vendors.
- Provide secondary end-user support as needed, with a focus on system-related issues.

Basic Requirements:

- 1–3 years of IT administration or technical support experience.
- **Microsoft 365 (cloud domain)** — user/device management, Exchange, Teams, SharePoint
- **Active Directory (on-prem)** — OU structure, GPOs, user accounts
- **Microsoft Intune/Entra** — application deployment, compliance policies, conditional access
- Backup, restore, and data validation processes
- Endpoint protection tools (ThreatDown, Defender, or similar)
- Firewalls and basic networking (TCP/IP, DNS, DHCP, VPN, VLAN)

Preferred Requirements:

- Hyper-V and VM management experience (setup & configuration, storage management, etc)
- Basic DBA Experience. Basic understanding of SQL management and setup.
- Powershell and scripting knowledge (Power BI and PowerAutomate a plus)
- Strong attention to detail — want to catch issues before they become outages.
- Ability to follow checklists, processes, and escalation protocols consistently.
- Clear communicator who documents accurately and works well in a team.

Job Growth Path

This role builds the foundation for promotion into **IT Administrator** or **Systems Engineer** roles. Over time, the Associate IT Administrator will transition from primarily monitoring and maintenance tasks into more advanced responsibilities, including project work, system upgrades, and infrastructure design.