

System Administrator

Classification: FLSA Exempt

Reports To: Director, Information Technology

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Summary

Install, configure, and maintain Indica Labs' local area network (LAN), wide area network (WAN), data communications network, operating systems, and physical and virtual servers. Perform system monitoring and verify the integrity and availability of hardware, network, and server resources and systems. Identify and implement best practices in security and maintenance of systems. Assist staff with technical issues.

Duties and Responsibilities

- Maintains on-prem, remote, and cloud-based internal IT infrastructure including desktops/laptops, network, servers, and storage.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems and replace defective components when necessary.
- Provides internal IT support for employees.
- Assists in onboarding and offboarding of technical accounts and equipment.
- Ensures critical systems are regularly backed up and the integrity of those backups is verified.
- Responsible for the appropriate accessing and handling of electronic Protected Health Information (PHI) as outlined by policy and the Health Insurance Portability and Accountability Act (HIPAA)
- This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice

Minimum Qualifications

- Associate Degree in Computer Science, Information Technology, or related field. Experience can substitute for education on a year for year basis.
- Two (2) years of related technical support experience
- As a federal contractor, Indica Labs requires all employees to be fully vaccinated against COVID-19 or have an approved accommodation in place
- Authorization to work in the United States, or appropriate authorization to work in the applicant's current home country (Indica Labs, Inc. does not sponsor work visas)

Preferred Qualifications

- Three (3) years of related technical support experience

- CompTIA A+. Network+. And Security+ certifications or equivalent
- Experience with O365/Sharepoint and administration of Azure Active Directory
- Familiarity with standards such as HIPAA and NIST Framework
- Desktop support experience with ability to handle basic troubleshooting on both PCs as well as occasional MacOS support
- Experienced with Powershell and/or other scripting languages

Knowledge, Skills, and Abilities

- Soft skills, with a passion for providing superior customer service
- Intermediate skills in Information Technology (IT) and network knowledge
- Ability to absorb and explain technical issues
- Advanced experience in Windows and Windows Networking
- Skilled in triaging technical issues
- Ability to troubleshoot issues with all users at various knowledge levels
- Strong skills in researching issues and the ability to learn new technologies/systems

Location

This position is based at our headquarters in Albuquerque, New Mexico.

Working Conditions and Physical Effort

- Up to 50% global travel on short notice. (All travel is currently prohibited in North America and will not resume until it is deemed safe to do so by the CDC, WHO, and other local or national authorities.)
- No, or limited physical effort required
- No, or limited exposure to physical risk
- Work is normally performed in a typical interior/office work environment

Indica Labs, Inc. is proud to be an Equal Employment Opportunity and Affirmative Action employer. We take pride in providing equal employment opportunities to all employees and applicants regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Additionally, it is standard company policy to provide reasonable accommodations to qualified individuals who have protected disabilities to the extent required by applicable laws. All candidates will be required to submit unofficial transcripts as a condition of application. Due to the nature of our business, and to meet United States Federal, State, and international requirements, final selected candidates must pass a background check for employment.