# SOCIETY OF DIAGNOSTIC MEDICAL SONOGRAPHY

**2745 N Dallas Pkwy Ste 350, Plano, TX 75093-8730**
**(214) 473-8057  |  (800) 229-9506  |  (214) 473-8563 FAX  |  sdms.org**

## POSITION TITLE

IT Support Administrator

## POSITION SUMMARY

The IT Support Administrator is responsible for providing technical assistance and support to internal and external users, troubleshooting hardware and software issues, configuring and maintaining IT systems to ensure maximum uptime and efficiency and pulling data from Microsoft SQL databases.

## EXAMPLES OF DUTIES & RESPONSIBILITIES

*Note: This is not a complete list of this position's duties and responsibilities. The items below are examples of the types of activities performed. Other duties may be assigned.*

- Support staff by maintaining high standards of excellence and uptime for staff computers (PCs and Macs) and internal/external user application servers, hardware, and software.

- Administer and maintain Windows-based network (e.g. desktops, laptops, servers) including troubleshooting, creation of user accounts, configuration, installation and maintenance of network drivers, devices, computers, and servers.

- Install, test, and support network devices, computers, and server software and install software patches as needed.

- Pull data from Microsoft SQL databases for reporting and marketing lists.

- Maintain current documentation of company hardware inventory.

- Support the implementation, coding, testing, documentation, and maintenance of systems integration solutions.

- Assist with the implementation and monitoring of internal and external data storage needs and ensure backup and disaster recovery capabilities are maintained.

- Assist with the administration of Microsoft Office 365 to ensure proper flow of internal/external messaging including the creation of email accounts/distribution groups.

- Assist both internal and external users with technical hardware and software needs.

- Manage VoIP telephone system including working with telephone service providers and vendors.

- Assist with updating SSRS and Power BI reports.

- Assist with the management of security systems including, but not limited to monitored intrusion security, video surveillance, and server room temperature/moisture monitoring.

- Support SDMS virtual events for staff members and external customers to ensure the events run smoothly from a software and hardware perspective.

- Provide excellent customer service both internally to other departments and externally to SDMS members and the public.

## QUALIFICATIONS

### EDUCATION/CERTIFICATIONS/LICENSES

- Associate degree in IT or a related field required (or 5-7 years of experience in lieu of degree).
- Microsoft Certifications preferred.
- netForum Enterprise experience preferred.
- Association experience preferred.

### SKILLS & EXPERIENCE

- At least 5+ years of experience with networking and desktop/server support including:
  - Microsoft Windows configuration/support
  - Desktop/laptop configuration, installation, and support
  - User account and device management via Azure AD/Entra and InTune
  - PC and Apple computing devices and backup systems
- T-SQL development skills that include Stored Procedures, Triggers, Views, SQL Server Management Studio and general best practices.
- Experience planning, deploying, and managing Microsoft Office applications.
- SSRS and Power BI experience preferred.
- Problem-solving skills; comfortable with ambiguity and confident in your ability to work through the unknown.
- Strong project management and quality assurance experience with an ability to understand the big picture.
- Excellent organizational skills and attention to detail, including the ability to maintain accurate and easily accessible records.
- Ability to prioritize multiple projects and respond to changing priorities based on deadlines and requests from volunteers, customers, and staff.
- Strong written/oral communication and interpersonal skills, including the ability to communicate in an open and honest manner in a collaborative team environment.
- Ability to work effectively, efficiently, and independently in a fast-paced environment and motivated to achieve outstanding results.
- Sincere customer service mindset with volunteers, customers, and staff.

## PHYSICAL REQUIREMENTS

The employee must be physically capable of performing all assigned duties, including but not limited to:

- Normal office activities
- Ability to lift up to 50 pounds

## TRAVEL/OTHER

- The employee must be willing to travel, upon request, to the SDMS Annual Conference each year (usually 5 to 7 days).

- The employee may be required to work off hours, weekends, and/or holidays periodically to meet deadlines and support projects.

## SUPERVISOR

IT Director

## SUPERVISORY RESPONSIBILITIES

None

## EMPLOYMENT CLASSIFICATION

Full-time; Exempt