

# SYSTEM ADMINISTRATOR

## GLOBAL LOGISTICS

### *Baltimore, MD 21230 (Locust Point, McHenry Row)*

In a modern world where expertise is often devalued, Shapiro stands strong at 104-years old. We're so compliant, that US Customs learns from us! We were also named a finalist for Best Places to Work in Baltimore.

#### **Is there a seat on our boat for you? Want a career, not a job? Find out:**

Shapiro is not your grandpa's shipping company. We have a track record of transparency, developing employees, and investing in our work environment like office space and technology. Our Paid Time Off policy is one of the most competitive in the country.

**Shapiro's System Administrator** is responsible for being the expert on Windows Servers, VMware, ESX, SAN issues, and support for our proprietary automation systems. You must protect the network and serve our internal users with energy!

#### **JOB DESCRIPTION**

##### **Typical duties include:**

- Maintenance/administration of Windows and Linux servers including updates and patches.
- Maintenance/administration of active directory, LogMeIn, Symantec and anti-virus / security applications.
- Maintenance/administration of the Shapiro network (routers, firewalls, switches, data circuit issues, VPN tunnels, etc.).
- Administration level maintenance of Office 365 and mail relay.
- Maintenance/administration of Expedient cloud environment.
- Maintenance/administration of CBP MQ server and network connection, & Linux server. Maintenance/administration of Citrix, ZIX, Mimecast and KnowBe4.
- Maintenance/administration of Windows server based software (i.e. Cyber Science, RobFtp, Transfor, etc).
- Trouble shoot vendor billing issues and ensure support contract stay current
- High level VOIP issues.
- Responsible for organization and administration of daily and monthly backups
- Support for internally developed automation systems.
- Provide back-up support for: desktop PCs, laptops, Windows 7-10, MS Office 365, Adobe, and VOIP.

## **SKILLS**

Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. \*Project management skills to handle a variety of customers on your desk. Ability to utilize current tech tools to increase efficiency and innovate solutions

- Very strong computer/tech skills (Excel, Office, proprietary databases).
- Critical thinker. Must be flexible, organized, detail-oriented, and team-oriented.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers). Skills, abilities, and aptitude to be cross-trained, step in, and contribute.
- Proven ability to interact with all individuals within the organization and be able to communicate information to customers and vendors.
- The ability to work as an effective member of a team.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints. Reliable. Punctual. Organized.
- Discipline to implement and follow Standard Operating Procedures.
- FLSA status: Exempt. EOE.

## **EDUCATION AND EXPERIENCE**

- 3-5 years supporting desktop issues in a Microsoft environment.
- 3-5 years supporting Windows 2008 and 2012 Server Issues.
- 2-4 year supporting VMware Issues.
- 1-3 years using PowerShell with some scripting knowledge.
- Unix/Linux experience a plus.
- Cisco router experience a plus.
- VOIP experience a plus.
- Office 365 knowledge/ experience a plus

## **ABOUT SHAPIRO**

Shapiro is a third-generation family-owned international shipping and logistics business, founded in 1915. For over a century, Samuel Shapiro & Company, Inc. has provided full door-to-door capabilities and proudly serves as a one-stop-shop for Customs brokerage and international freight forwarding services. It's simple – We Deliver. Problem Solved.

## **CONTACT US!**

Please send all resumes via email to: Rich Lucas, Recruiting Manager [rich@shapiro.com](mailto:rich@shapiro.com)