

Massachusetts Property Insurance Underwriting Association is seeking a Support Systems Administrator to join our IT Department. This position reports to the IT Manager – Infrastructure and Security and has no supervisory responsibilities. We offer an excellent benefits package, a matching 401(k) program, and we are conveniently located in Government Center.

This position is responsible for the configuration, upgrade, and administration of the Horizon VDI environment, Windows Server OS and required network domain services (AD, DNS, DHCP, etc.), and general ESX hypervisor operations, including VM creation, ESXi and vCenter upgrades. Executes data backup strategies and assists with disaster recovery services. Responsible for the oversight of vendor-assisted server and end-point patching and reporting. Provides second-tier support and serves as Helpdesk backup; assists the Support Technician in managing end-points and completing Helpdesk tickets.

JOB REQUIREMENTS:

This position requires an Associate or Bachelor's degree in computer science, information systems, or other related disciplines or any equivalent combination of education, training, or experience. This position also requires 2-4 years of experience configuring and managing VMware Horizon VDI, ESX virtualization, MS Server OS, Windows 11, Active Directory, Microsoft Purview & Azure and general networking protocols. Strong knowledge of backup and data protection methodologies. Preferred to have experience with Veeam software, S3 object storage, and SAN storage administration. Experience with scripting and automation tools is required. The ability to analyze, evaluate, and troubleshoot issues is essential. This position also requires excellent organizational, research, communication and time management skills and ability to handle multiple projects at once. Must have strong knowledge of implementing and developing IT operations best practice and procedures. Systems administration and IT certifications in Microsoft, VMware, or other network-related fields are desirable.

RESPONSIBILITIES:

- Administers the day-to-day operations and maintenance of the VM Horizon environment, servers & components. Configures static VM desktops and the Horizon VDI “gold images” and administers Horizon desktop pools, including DEM, Patching, thin-client and PC access.
- Maintains and installs all applications required for remote users on the Horizon images. Ensures proper security controls that prevent unauthorized access to applications (e.g., Financial users only have access to Financial apps). Performs component upgrades as needed.
- Responsible for executing established backup strategies ensuring adequate archival integrity of production servers, files, and databases. Creates and maintains backup job schedules and configures new servers for backup, and processes user requests for file recovery. Provides periodic backup recovery testing and documents results.
- Maintains current images for DR VDI and Mobile Claims Unit PCs.
- Administers user accounts via Active Directory and group policies and ensures proper security controls.

- Responsible for resolving PC problems that are beyond the scope of the Technical Support Specialist. Identifies reoccurring PC problems and takes steps to prevent or lessen their frequency.
- Supports Teams IP phone system, and Five9 call center configurations. Responsible for all service calls and software upgrades. Additionally, acts as the liaison between the phone vendor and IT management when such issues occur.
- Keeps current with emerging technologies as they apply within the domain of this position.
- Provides backup support to the Production Support Analyst and Technical Support Specialist.
- All other duties and projects as assigned.

ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

To complete the essential functions of this position in a complete and timely fashion, the person must be able to:

- Sit and remain in a stationary position for 90% of the time
- Operate a computer and other office productivity equipment as needed to meet the requirements of this position.
- Read and create both physical and electronic documents
- Think analytically, concentrate on assigned tasks, observe and remember detail, and make decisions sufficient to meet the requirements of this position.
- Effectively communicate with employees, customers, vendors, and other individuals both inside and outside the organization on the telephone, in writing, and in person
- Ability to travel as needed to meet the requirements of this position.

We offer an excellent benefits package, a matching 401(k) program, pension program, and we are conveniently located in Government Center.

For more information about Massachusetts Property Insurance, please visit our website at www.mpiua.com. Interested applicants should send resumes via e-mail to hr@mpiua.com. We are an Equal Opportunity Employer.