



Cloud and Systems Administrator

Summary/Objective

EDM is seeking a Cloud and Systems Administrator that will design, secure, and sustain a hybrid IT infrastructure that supports mission-critical operations. This role owns the reliability and performance of both cloud-based and on-prem systems including Azure services, physical and virtual servers, Microsoft 365, and enterprise storage and networking. The Administrator will lead the architecture and testing of automated failover systems with sub-30-minute recovery targets, especially for platforms such as SQL Server and ArcGIS Enterprise. The position will provide systems and problem-solving support to the IT and GIS teams and will report to the IT Manager.

Essential Duties and Responsibilities:

Cloud Infrastructure Management

- Administer Microsoft Azure services including VMs, virtual networks, storage, and resource groups.
- Monitor and optimize Azure resource costs.
- Design and test failover systems targeting <30-minute recovery for all critical platforms.

Microsoft 365 and Identity Management

- Administer Microsoft 365 services and Entra ID (Azure AD), including provisioning, access control, and security settings.
- Manage collaboration and productivity tools in the Microsoft ecosystem.

On-Premises and Virtual Infrastructure

- Provision, maintain, and monitor physical and virtual servers.
- Apply patches, perform performance tuning, and ensure system recoverability.

Enterprise Services Administration

- Maintain Active Directory, Group Policies, DNS, and SSL certificates.
- Oversee core IT infrastructure and system security configurations.

ArcGIS Enterprise Platform Support

- Handle ArcGIS Enterprise deployments, upgrades, configuration, and tuning at the platform level.
- Ensure backup and failover systems support GIS operations.

Backup and Recovery

- Execute backup and disaster recovery strategies across cloud and on-prem systems.
- Maintain operational continuity through tested recovery procedures.



Troubleshooting and Escalation

- Resolve escalated issues requiring advanced diagnostics or infrastructure-level access.

Documentation and Collaboration

- Maintain system documentation, SOPs, and architectural diagrams.
- Collaborate with IT and GIS teams on infrastructure planning, projects, and enhancements.

Preferred Qualifications/Experience:

Education and Experience

- Associate or Bachelor's degree in Computer Science, IT, or a related discipline.
- Minimum of 5 years in systems administration or hybrid IT environments.
- Proven experience managing both Azure and on-prem platforms (Hyper-V, Windows Server, networking gear).

Technical Skills

- Strong expertise in Azure IaaS (VMs, storage, networking).
- Skilled in Microsoft 365 and Entra ID/Access management.
- Familiarity with ArcGIS Enterprise architecture and operations.
- Proficient in backup strategies, monitoring tools, and DR planning.
- Capable of writing automation scripts (e.g., PowerShell).
- Confident managing firewalls, VPNs, and securing system infrastructure.
- Effective communication and documentation skills for team collaboration.
- Comfortable collaborating across infrastructure, security, and development teams.

Preferred Certifications

- AZ-104: Azure Administrator Associate
- AZ-305: Azure Solutions Architect Expert
- EAEP2201: ArcGIS Enterprise Administration Professional
- Equivalent certifications or demonstrable experience in hybrid/cloud automation

Competencies:

- Continuous Learning
- Results Driven
- Problem Analysis and Critical Thinking
- Technical Orientation
- Process Management
- Communication
- Customer Focus
- Strategic Planning
- Responds to issues with calm, urgency, and technical clarity
- Thinks in terms of service, resilience, and measurable ability
- Proactive and ownership-minded, sees stability and performance as primary metrics

Supervisory Responsibility: None

Work Environment / Physical Demands:

- This job operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The noise level in the work environment is usually quiet.
- The employee is regularly required to sit, talk, and hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds

Position Type/Expected Hours of Work:

- This is a full-time exempt/salary position

Salary:

- \$80,000-\$95,000 Annually

Other Duties:

The above job description is not intended to be an all-inclusive list of responsibilities and performance standards of the position. Incumbents will perform other job-related duties as assigned.

EEO Statement

EDM is an Equal Opportunity Employer.

To Apply:

Upload resume and cover letter on Indeed OR to apply by email see instructions on EDM website at <http://edmlink.com/careers> Please send a cover letter and resume to jobs@edmlink.com