



Job Description

IT Infrastructure Administrator

We are seeking a skilled and detail-oriented IT Infrastructure Administrator to join our IT department. This position is responsible for supporting, maintaining, and improving our IT infrastructure, ensuring reliable performance across all endpoints, servers, network systems, and user-facing services.

Position Responsibilities:

- Provide advanced technical support to employees, including installing, configuring, and maintaining hardware and software.
- Install configure, and maintain physical and virtual servers, apply patches and updates in accordance with maintenance schedules.
- Respond to and resolve escalated support tickets promptly, ensuring minimal downtime for employees.
- Manage and maintain company network infrastructure, including routers, switches, firewalls, and wireless access points.
- Implement security tools, run audits, and fix vulnerabilities.
- Ensure regular backups and create disaster recovery plans.
- Maintain clear and professional communication with internal teams and stakeholders, providing updates and ensuring satisfaction with IT services.
- Create and maintain detailed documentation of all IT systems, device inventories, configurations, and support activities.
- Collaborate with teammates by sharing solutions, documenting fixes, and building skills through team-based problem solving.
- Provide on-call support for critical issues, including after-hours and weekend support as needed.

Desired Requirement/Experience:

- 3-5 years in a Systems Administrator or similar IT support role
- Strong knowledge of Windows and Linux operating systems, Azure/Entra Cloud Services, Identity Management, Microsoft Office 365, Active Directory, SQL, and virtualization technologies such as VMware and Hyper-V.
- Experience with RMM tools like NinjaRMM and ticketing systems such as Autotask PSA, ServiceNow, or Zendesk.
- In-depth understanding of networking protocols
- Familiarity with firewalls, antivirus solutions, and cybersecurity.
- Strong ability to diagnose and resolve complex technical issues.

We value our employees and trust they hold these key characteristics:

- **Initiative...** we see it, we do it
- **Ownership...** I've got it, you don't need to think about it
- **Integrity...** decisions are based on looking at the whole picture
- **Attitude...** anything can be done
- **Virtue...** honesty, good deeds, kindness, and appreciation
- **Teamwork...** we before I

What we do...

HindlePower has been designing and manufacturing industrial (non-commercial) battery chargers and dc power systems for the utility industry for over 35 years. Our staff and products serve the power generation and distribution market, switchgear OEMs, power substations, the oil & gas industry, and various transportation maintenance facilities.

We are the leaders in our industry and have customers in all 50 states plus additional countries worldwide.

A few things about us...

Our commitment to quality is evident in our highly skilled colleagues and our exceptional approach to customer service that sets us apart. We believe in rewarding hard work and offering competitive compensation, comprehensive health, vision, and dental benefits, along with a 401k plan that includes employer matching and a gain-sharing program.

At our core, we are driven by integrity and quality, constantly seeking innovative solutions and improvements. Our unique culture thrives on accountability and self-initiative, empowering every employee to make impactful contributions. In our organizational structure, your voice is heard, and your efforts are recognized. We celebrate our achievements together, whether it's over a complimentary lunch in our cafeteria or through our various team-building activities. We are a four-time Top Workplace in the Lehigh Valley and were named one of IndustryWeek's 'Best Plants'. We are proud of our accomplishments and are continually striving to do better.

To apply - Please send your resume to employment@hindlepowerinc.com

HindlePower is an Equal Opportunity Employer (U.S.) All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, citizenship, gender, marital status, pregnancy, sexual orientation, gender identity and expression, disability, or veteran status.