



JOB TITLE: Systems Administrator
FLSA STATUS: Exempt
REPORTS TO: Director of Data & Insights
LOCATION: Jackson, MS
EFFECTIVE DATE: April 1, 2026
SALARY: Competitive Salary, Based on Experience

SUMMARY:

The Systems Administrator is responsible for the design, deployment, security, and ongoing operation of AccelerateMS' internal IT systems and digital infrastructure. This role ensures the reliability, security, and scalability of technology platforms that support workforce development programs, internal operations, and external reporting requirements.

The Systems Administrator serves as the organization's primary technical expert for server infrastructure, network services, cybersecurity controls, and core enterprise platforms, including Learning Management Systems (LMS) and Customer Relationship Management (CRM) systems. This position balances hands-on technical execution with system planning, documentation, and user support to ensure a modern, resilient, and secure digital environment.

User Support & IT Operations

- Provide Tier 1 and Tier 2 technical support for staff and contractors, including workstation setup, software installation, account provisioning, and mobile device management.
- Maintain accurate inventory of IT assets, licenses, and hardware lifecycle schedules.
- Document system configurations, standard operating procedures, and internal IT policies.
- Recommend improvements to systems, tools, and workflows to increase efficiency, security, and reliability.
- Coordinate with vendors and service providers as needed to support system operations.

Platform Administration: LMS & CRM

- Serve as system administrator for the organization's Learning Management System (LMS) and Customer Relationship Management (CRM) platforms.
- Manage user access, permissions, system configurations, and platform security settings.

- Support integrations between LMS, CRM, and internal or partner systems to enable tracking, reporting, and data exchange.
- Develop and maintain platform documentation, user guides, and training materials.
- Provide technical support and troubleshooting for platform-related issues.

Server & Network Administration

- Design, install, configure, and maintain internal server infrastructure, including file services, application hosting, authentication, and backup systems.
- Administer and support network services such as Active Directory, DNS, DHCP, VPNs, and secure remote access solutions.
- Monitor server and network performance, availability, and capacity; respond to system alerts, outages, and performance issues in a timely manner.
- Implement and maintain disaster recovery and business continuity processes related to system infrastructure.

Cybersecurity & Data Protection

- Implement and maintain system-level security controls in alignment with applicable standards and requirements, including NIST guidance and relevant data protection frameworks (e.g., FERPA, HIPAA, as applicable).
- Administer firewalls, endpoint protection tools, encryption, identity and access management controls, and role-based permissions.
- Conduct routine system patching, vulnerability scanning, and security monitoring.
- Support incident response planning, documentation, and remediation efforts in coordination with leadership and external partners as needed.
- Ensure systems and practices comply with state IT security policies and audit requirements.

KNOWLEDGE, SKILLS & ABILITIES

- Strong knowledge of enterprise systems administration, networking, and security principles.
- Ability to troubleshoot complex technical issues across servers, networks, and user platforms.
- Experience managing identity and access controls in multi-user environments.
- Strong written and verbal communication skills, including the ability to document technical systems for non-technical audiences.
- Ability to manage multiple priorities independently while maintaining attention to detail.
- Commitment to confidentiality, data integrity, and secure system operations.

EDUCATION & EXPERIENCE REQUIREMENTS

Required

- Bachelor's degree in information technology, Systems Administration, Computer Science, or a related field, or equivalent professional experience.
- Minimum of three (3) years of experience administering enterprise IT systems, including servers, networks, and user-facing platforms.
- Demonstrated experience with:
 - Internal and Cloud Based Server Infrastructure to include AWS and/or Azure platforms
 - Active Directory and identity management
 - Microsoft 365 and/or Azure environments
 - Virtualization platforms (e.g., Hyper-V, VMware)
- Working knowledge of cybersecurity best practices and system security controls.

Preferred

- Industry certifications such as Cisco Certified Network Associate, CompTIA Network+, Server+, Security+, or Microsoft/Azure Administrator certifications.
- Experience supporting government, education, or workforce development organizations.

To apply for this opportunity, please send a cover letter and resume, including the below information, to cthames@acceleratems.org, before 5:00 PM CST on April 1, 2026

- Name, address, telephone number, and email
- Desired salary
- Previous positions, including titles, duties, employers, locations, and dates of employment
- Names of previous supervisors
- Specific prior experience and skills related to the job
- Brief narrative with information such as why you're interested in, or qualified for, the job
- Degrees, licenses, and/or certifications
- References (typically three references with contact information)