Exciting IT Opportunity at COTSWORKS

COTSWORKS is looking for an IT Administrator to support our exciting and growing Mil/Aero market for in-house designed and manufactured optoelectronic products and solutions.

The primary function of the **IT Administrator** is the upkeep, configuration, and reliable operation of the company's network and computer systems consistent with company policy and federal, state, and local requirements. The IT Administrator will manage our deployment tool in this role, automating user installations and endpoint configurations. In addition, the IT Administrator will be responsible for reviewing audit logs, patch reports, and error logs to proactively identify issues in our infrastructure and repair them to prevent downtime.

COTSWORKS, INC. designs and manufactures rugged optical components and subsystems to operate in harsh environments. Products are utilized worldwide in commercial and military aerospace, military tactical, oil and gas, and other industrial markets. Over 100,000 mission-critical rugged optoelectronic and interconnect products are produced yearly in our state-of-the-art manufacturing facility. The company maintains a quality program with ISO 9100:2015 + AS9100D Certification and ATEX Compliance.

Your tasks may include the following:

- Tier 2 Incident Management: Assists the helpdesk in solving technical challenges and issues.
- System Management: Maintains and builds on existing systems to improve response time through system updates, automation, scripting, and the end-users experience.
- Problem and Project Management: Applies a methodical and consistent approach to resolving issues related to network systems and applications.
- Reporting and Documentation: Tracks and manages the progress of IT operations and service levels to measure success.
- Asset Management: Tracks and manages all hardware and software assets to optimize asset utilization.

Qualification requirements include:

- Bachelor's degree in a Computer Science field; or three (3) years of on-the-job experience providing computer and network systems, applications, procedures, and techniques in a supportive environment or similar role.
- Strong technical knowledge of computer hardware and devices (i.e., servers, switches, routers, PCs, laptops, printers, and peripherals) and other productivity tools and equipment.
- Strong working knowledge and application of industry-standard software (i.e., Office 365 environment, Windows Server, Windows Desktop 10 & 11, Unifi Network (or similar technology), ManageEngine Endpoint Central or SCCM, Microsoft Office, communications software, virus protection, diagnostic software).
- Strong PowerShell knowledge, scripting upgrades, configuration changes, and diagnosing issues.
- Strong analytical, problem-solving, troubleshooting, and critical thinking skills.
- Well-developed organizational, time management, and project management skills with the ability to effectively manage competing priorities in a multi-task, fast-paced environment**.**
- Ability to occasionally lift and move objects up to 75 lbs. (i.e., Servers and UPS Batteries).
- Excellent communication and writing skills with the ability to convey technical information to non-technical personnel.
- Conducts oneself with high professional and personal integrity and the ability to build collaborative relationships.
- U.S. citizenship is required. (No Green card or Visa)

Have we piqued your interest or raised your curiosity? If so, join our industry-leading team as we grow and help change how communication systems are made in aircraft and military applications. Contact us to see if an internship at this cutting-edge organization, with exciting applications and customers, could be for you!

Apply online by uploading your resume at www.cotsworks.com/careers. COTSWORKS provide equal employment opportunity to all employees and applicants.