



Senior Systems Administrator – Independence, Ohio

Century Federal Credit Union, established in 1948 and one of the largest credit unions in Northeast Ohio, has an opening for a Full Time Senior Systems Administrator. Do you have what it takes to join our team? If so, we want to speak with you.

The Senior Systems Administrator is responsible for the design, operation, security, and availability of the credit union's core infrastructure, including networks, servers, connectivity, and cloud services. This role works closely with a managed service provider (MSP) and internal business systems teams to ensure reliable, secure, and efficient technology services that support member-facing and internal operations. The position plays a key role in cybersecurity posture through vulnerability scanning, remediation, and Microsoft 365 configuration and security management. This role retains internal ownership and accountability for infrastructure design, security decisions, and risk outcomes, while leveraging the MSP for execution and operational support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

In partnership with our managed service provider:

- Manage and maintain the credit union's on-premises and cloud-based server environments (physical and virtual), ensuring high availability, performance, and resilience.
- Administer network infrastructure including switches, firewalls, wireless networks, WAN connectivity, and VPNs.
- Oversee internet, voice, and data connectivity, coordinating with vendors and service providers to resolve outages and performance issues.
- Partner with the managed service provider to define responsibilities, review performance, escalate issues, and ensure alignment with organizational standards and SLAs.
- Lead troubleshooting efforts for complex infrastructure and connectivity issues.
- Conduct regular vulnerability scanning of infrastructure and systems using approved tools.
- Analyze scan results, assess risk and business impact, and coordinate remediation activities with internal teams, the MSP, and vendors.
- Ensure timely patching of operating systems, firmware, and infrastructure components.
- Support CIO and Director of IT with audits, exams, and risk assessments by providing documentation and evidence related to infrastructure and security controls.
- Partner with Director of IT and Director of Risk/Compliance to contribute to incident response and recovery efforts, including containment, remediation, and post-incident analysis, as needed.
- Manage the configuration, security, and ongoing optimization of the Microsoft 365 environment, including Entra ID (Azure AD), Exchange Online, SharePoint, OneDrive, and Teams.

- Implement and maintain security controls such as Conditional Access, MFA, data loss prevention (DLP), email security, and endpoint integration.
- Manage Active Directory, Group Policy, DHCP, DNS, and related Windows Infrastructure Components.
- Monitor service health, usage, and security alerts; remediate issues and recommend improvements.
- Collaborate with compliance and security stakeholders to align Microsoft 365 controls with regulatory and organizational requirements.
- Work closely with the Business Systems team to prioritize system availability, performance, and security based on business impact.
- Participate in infrastructure planning, technology roadmaps, and lifecycle management.
- Provide guidance and recommendations on infrastructure improvements, security enhancements, and operational efficiencies.
- Create and maintain clear technical documentation, diagrams, and standard operating procedures.
- Participate in on-call rotation and after-hours support as required.
- Mentor junior IT staff and provide technical leadership when appropriate.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE

- Experience working with managed service providers in a co-managed IT model.
- Familiarity with NCUA, FFIEC, or similar regulatory guidance.
- Experience with firewalls, endpoint security platforms, and SIEM or security monitoring tools.
- Experience with disaster recovery planning and business continuity.

EXPERIENCE REQUIRED

- 5+ years of experience in systems and network administration, preferably in a regulated environment such as a credit union or financial institution.
- Experience designing and implementing enterprise infrastructure solutions preferred.
- Strong experience with Windows Server, virtualization platforms (e.g., VMware or Hyper-V), and enterprise networking.
- Hands-on experience administering and securing Microsoft 365.
- Practical experience with vulnerability scanning, patch management, and remediation.
- Solid understanding of cybersecurity principles, least privilege, and defense-in-depth.
- Ability to work effectively with third-party service providers.
- Strong troubleshooting, documentation, and communication skills.
- SKILLS AND ABILITIES
- Strong technical, analytical, and communication skills
- Ability to exercise independent judgment in infrastructure design, security controls, and remediation approaches within established policies and regulatory requirements.
- Ability to work closely with business lines to determine solution requirements.
- Ability to document technical processes and effectively communicate with non-technical stakeholders.
- Strong problem-solving and debugging skills.

EDUCATION/CERTIFICATION

- Bachelor's degree in Information Technology, Computer Science, or a related field, or equivalent professional experience.
- Preferred certifications include:

- Microsoft certifications related to Microsoft 365, identity, security, or cloud administration (e.g., SC-300, SC-400, AZ-104).
- CompTIA Security+, CySA+, or equivalent cybersecurity certification.
- VMware (VCP) and/or Cisco (CCNA/CCNP) infrastructure or networking certifications.
- Security or risk-focused certifications such as CISSP, CISM, CEH, or GIAC (nice to have).

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background check, drug screen, and satisfactory credit score.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition reimbursement, opportunity for advancement, and work/life balance.

We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all of our employees and members with fairness, dignity and respect.

We are an Equal Opportunity Employer

