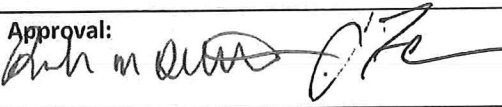


JOB DESCRIPTION
PRECISION SENSORS DIV. UNITED ELECTRIC CONTROLS

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|---|--|
| Job Description: System Administrator & IT Project Coordinator (Milford, CT) | Non Exempt: Exempt: X Grade: 7 |
| Department: IT | Approval:  |

Purpose: Responsible for information systems projects related to implementation of IT infrastructure including installation, maintenance, support, and optimization of enterprise systems, end-user devices. This role combines project planning and hands-on technical support to ensure reliable operation of hardware, software, network systems, and user environments while providing timely support and contributing to continuous improvement of IT services and operational efficiency.

General Qualifications:

- Solid understanding of enterprise IT systems including hardware, operating systems, networking, and applications
- Working knowledge of Windows Server, Active Directory, Microsoft 365, and endpoint management tools
- Strong troubleshooting and problem-solving skills across systems, applications, and user environments
- Ability to communicate technical concepts clearly to non-technical users
- Experience documenting systems, processes, and support procedures
- Strong customer service orientation and ability to manage multiple priorities
- Willingness to work in a team environment and continuously learn new technologies
- Bachelor's degree in Information Technology, Computer Science, or related field (or equivalent experience)
- 2–5 years of system administration or IT support experience
- Experience supporting end users in a corporate environment
- Familiarity with virtualization (Hyper-V/VMware), networking fundamentals, and security practices
- Basic scripting or automation skills (PowerShell preferred)
- Strong written, verbal, and interpersonal communication skills

Typical Responsibilities:

- Assist in evaluating and implementing new technologies and automation opportunities
- Plan and Track project status including milestones, action items, and deliverables
- Plan and Support facility improvements and technology deployment
- Oversee and prioritize technical support requests and incidents via a ticket system.
- Prepare reports, documentation, and user training materials as needed
- Coordinate with vendors and internal teams to resolve technical issues
- Participate in continuous improvement and IT service optimization initiatives with management
- Install, configure, and maintain servers, desktop systems, laptops, printers, and mobile devices
- Manage user accounts, access controls, and security policies (Active Directory, Microsoft 365)
- Provide timely end-user support, troubleshooting hardware, software, and connectivity issues
- Monitor system performance and reliability; perform upgrades, patches, and preventive maintenance
- Maintain system documentation, inventory records, and support procedures

- Support network infrastructure including basic troubleshooting of LAN/WAN and connectivity issues
- Ensure system security, data integrity, and backup/recovery processes are functioning properly
- Perform other duties as assigned.

Supervision Received:

Reports to Executive Director of IT

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