



<b>Job Title: Cybersecurity and Systems Administrator</b>	<b>Reports to: IT Infrastructure Manager</b>
<b>Department: IT</b>	<b>Job Grade: 8</b>
<b>FLSA: Exempt</b>	<b>Union: No.</b>
<b>Date: March 2026</b>	<b>GM Approval: _____</b>

## GENERAL SUMMARY

Under the general supervision of the IT Infrastructure Manager, the Cybersecurity and Systems Administrator is responsible for the integrity, security, and operational efficiency of SELCO and the Town of Shrewsbury's server infrastructure and communication systems. This role focuses on the development, implementation, and execution of cybersecurity initiatives and system hardening to support the strategic priorities of the utility and the Town of Shrewsbury. While systems administration is the primary focus, this role provides occasional backup support for network administration and troubleshooting to the Network and Systems Administrator.

## ESSENTIAL JOB FUNCTIONS\*

- Research, test, and implement advanced security hardening protocols and industry best practices for all physical and virtual server environments to proactively mitigate threats.
- Leverage Managed Detection and Response (MDR) platforms to identify and prioritize environmental risks, executing rapid remediation to close high-priority security gaps
- Lead the ongoing review and modernization of Cybersecurity and IT policies in partnership with upper management and key stakeholders to ensure continuous alignment with the evolving threat landscape
- Drive the discussion, planning, and execution of organizational cybersecurity initiatives, including enterprise-wide security awareness strategies, to maximize the integrity and security of all data systems.
- Oversee the lifecycle of internally-hosted services, cloud environments, storage arrays, SCADA systems, and physical/virtual server infrastructure to ensure peak operational efficiency and mission-critical reliability.
- Collaborate with stakeholders to assess, plan, and deploy secure updates for existing services and integrate new products with a focus on minimal operational disruption.
- Troubleshoot, repair, and optimize the performance of enterprise servers and storage systems to maintain high availability.
- Manage and maintain the SELCO and Town of Shrewsbury Zoom-based telephone systems and unified communication platforms.
- Author and maintain comprehensive documentation for storage, server configurations, and security applications to support knowledge transfer and compliance.

- Implement and enforce robust security procedures and access controls for network directories, groups, and devices using least-privilege principles.
- Manage comprehensive backup operations for all files and security configurations, conducting regular testing to guarantee data integrity and rapid recovery.
- Develop, maintain, and execute business continuity and disaster recovery strategies to safeguard utility operations.
- Install and configure servers and enterprise software using a "security-first" methodology, ensuring defenses are integrated at the point of deployment.
- Serve as the Tier 3 escalation point for complex system and security-related technical issues.
- Provide essential backup support for networking tasks, cabling infrastructure, and connectivity troubleshooting to assist the Network and Systems Administrator as required.
- Manage relationships with outside service and security equipment vendors to facilitate complex installations and expedite problem resolution.
- Stay current on emerging cyber threats, zero-day vulnerabilities, and advancements in system hardware/software to proactively adapt SELCO's defense posture.
- Perform other related duties and special projects as assigned to support department objectives.

## **BASIC KNOWLEDGE & EXPERIENCE**

- A minimum of 5+ years of progressive, professional experience in IT systems administration with a demonstrable focus on cybersecurity initiatives. A Bachelor's degree in MIS/IT, Cybersecurity, or a related field, and/or industry-standard certifications (e.g., Security+, CISSP, CISA, or GIAC), are highly valued but may be substituted with additional years of relevant, high-level technical experience.
- Advanced technical proficiency in the deployment, administration, and security hardening of heterogeneous environments, including Windows, Linux, and MacOS (Desktop & Server).
- Demonstrated experience managing hyperconverged or virtualized infrastructure, with a strong preference for Nutanix AHV or VMware ESXi environments.
- Hands-on experience with Managed Detection and Response (MDR) or Endpoint Detection and Response (EDR) platforms (Arctic Wolf preferred) and a thorough understanding of vulnerability management life cycles. Experience in developing or administering security awareness training platforms (e.g., KnowBe4, Infosec, or similar) is preferred.
- Comprehensive knowledge of security hardening protocols, enterprise firewalls (Fortinet preferred), and the use of task automation and scripting to ensure system compliance and efficiency.
- Proficiency in managing enterprise storage arrays and an understanding of relational database operations and structures.
- A solid foundational understanding of TCP/IP networking and infrastructure to provide reliable backup support for network-specific troubleshooting and maintenance.

## **SUPERVISORY RESPONSIBILITY**

- None.

## WORKING CONDITIONS/PHYSICAL DEMANDS

Must be available via mobile phone for emergency repairs, critical security incident response, and infrastructure backup support outside of standard business hours.

Requires the ability to spend sustained periods at a terminal workstation performing complex systems analysis or on the telephone coordinating with stakeholders and vendors.

Requires regular travel by private vehicle within the Town of Shrewsbury to various municipal facilities; a valid driver's license is mandatory.

Must be able to frequently lift and move equipment weighing up to **25 pounds**, such as laptops, peripherals, and cabling.

Must be able to occasionally lift and move enterprise-grade hardware weighing up to **50 pounds**, including rack-mounted servers, storage array components, and UPS battery backup units.

Sufficient manual dexterity is required to operate computer systems, utilize small hand tools, and manipulate delicate electronic components or high-density cabling.

Must be able to bend, stoop, kneel, or crawl to access equipment located in confined spaces, such as under desks or within crowded server rack enclosures.

This is an essential position supporting the infrastructure of Shrewsbury and may require attendance on weekends, holidays, and during emergency conditions, such as inclement weather and power or network failure.

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*\*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions either unaided or with the assistance of a reasonable accommodation*