

**Position Title: System Administrator 3/Computer Technician**

**Hiring Salary: \$62,300.00**

**Location: GA Real Estate Commission & Appraisers Board 229 Peachtree St NE International Tower, Suite 1000  
Atlanta, GA 30303**

**Application Deadline Date: July 31, 2026**

### **Job Summary**

The Computer Technician / System Administrator is responsible for installing, maintaining, troubleshooting, and supporting the organization's computer systems, networks, servers, and IT infrastructure. This role ensures the reliable operation of hardware, software, security systems, and network resources while providing technical support to users.

### **Key Responsibilities**

#### **Technical Support**

- Diagnose and resolve hardware, software, and network issues.
- Provide technical support to employees in person, remotely, or by phone.
- Install, configure, and maintain desktop computers, laptops, printers, and peripheral devices.
- Install, repair and provide training for organizations telephone VOIP system.
- Document support requests and resolutions.

#### **System Administration**

- Create monthly email notices, newsletters and robocalls.
- Balance and verify daily credit card, database orders and online application systems.
- Create and upload National Appraiser Registry to the Federal Subcommittee's FTP/Web site.
- Perform regular system updates, patches, and maintenance.

#### **Network Management**

- Troubleshoot connectivity issues involving routers, switches, and firewalls.
- Manage VPN and remote-access solutions.

#### **Security & Backup**

- Implement cybersecurity best practices and security policies.
- Monitor systems for vulnerabilities and suspicious activities.

#### **Documentation & Compliance**

- Maintain inventory of IT assets and software licenses.
- Create and update technical documentation and procedures.
- Ensure compliance with organizational and regulatory requirements.

**Required Qualifications**

- Associate or bachelor's degree or equivalent trade school certification in information technology, Computer Science, or a related field (or equivalent experience).
- Experience supporting Windows operating systems and Microsoft Office applications.
- Knowledge of Active Directory, Group Policy, DNS, DHCP, and TCP/IP networking.
- Strong troubleshooting and problem-solving skills.
- Excellent communication and customer service abilities.
- Experience in SQL language a plus.

**Preferred Qualifications**

- Microsoft Certified credentials
- Experience with cloud platforms such as AWS, Azure, or Google Cloud.

**Skills**

- Hardware and software troubleshooting
- Network administration
- Cybersecurity awareness
- System monitoring and maintenance
- Time management and organization
- Technical documentation

**Typical Work Environment**

- In office environment.
- May require occasional after-hours support, maintenance, or emergency response.
- May involve lifting computer equipment and working with network/server hardware.

To apply for this position, submit a GA Merit System Application, your Resume, and 3 reference letters to:

Teresa Holder, Director of Information Systems, at [tholder@grec.state.ga.us](mailto:tholder@grec.state.ga.us)

All qualified applications will be considered but may not necessarily receive an interview.

**The State of Georgia is an Equal Opportunity Employer**