



AUDIO-VIDEO CORPORATION
SINCE 1946

<https://audiovideocorp.com/postings/it-systems-administrator-for-albany-ny-location/>

IT Systems Administrator

Description

Audio-Video Corporation is a professional communications technology firm established in 1946. We have offices in Albany, Syracuse, and Rochester NY, and Burlington, VT.

For 80 years, our focus has been on guiding and supporting our clients through the explosive growth and development of the telecommunications industry. We believe in partnering with our clients and growing together to foster long-lasting and mutually beneficial relationships based upon integrity, knowledge, and trust. Audio-Video Corporation has demonstrated expertise in strategic technology planning and audio-visual integration across multiple communication platforms. Today's complex IT centric environment has required that AVC provide knowledge that merges Information Technology/Telecom, Multimedia/Audio Visual, Broadcast and Acoustic elements into one cohesive package.

Responsibilities

Under general supervision, provides technical software, hardware, and network problem resolution to all end users by performing question/problem diagnosis and guiding users through step-by-step solutions; clearly communicates technical solutions in a user-friendly, professional manner; provides one-on-one end-user training as needed; troubleshoots hardware and software systems; passes more complex issues to IT supervisor; conducts hardware and software inventory and reporting; and performs related work as required.

Essential Functions:

- Field all incoming requests from end users (phone, email, etc.)
- Deploy computer hardware, operating systems and applications using a variety of tools
- Take ownership of desktop and laptop systems management throughout their life cycles, including Windows and third-party patching and manufacturer updates
- Troubleshoot hardware and software issues on desktops, laptops, and mobile devices
- Document issues and maintain other IT-related documentation
- Manage annual security awareness training and testing platform
- Evaluate documented resolutions and analyze trends for ways to prevent future problems
- Maintain Windows Deployment Services/Microsoft Deployment Toolkit environment
- Maintain/update Asset management records
- Assist in other projects and duties, as assigned
- Flexibility to occasionally work outside normal business hours and travel to other office locations as needed. Must have a valid Driver's License
- Regular attendance is an essential job function
- Perform other related duties as assigned by the supervisor

Hiring organization

Audio-Video Corporation

Employment Type

Full-time

Job Location

Albany, NY

Base Salary

\$ 60,000 - \$ 120,000

Date posted

04/09/2026

Qualifications

Knowledge, Skills, and Abilities:

- Enthusiastic and patient self-starter with a keen eye for detail
- Effective communicator, both verbally and in writing
- Efficient and logical troubleshooter
- Able to follow written and verbal instructions and perform tasks with minimal supervision
- Desire and ability to learn new technologies and procedures
- Possess the ability to prioritize and manage multiple issues at one time
- Aspire to do things correctly the first time
- Desktop and laptop hardware troubleshooting
- Microsoft Windows 11
- Microsoft/Office 365
- Microsoft Outlook
- Microsoft Azure Remote Desktop
- Microsoft Intune
- Microsoft Defender
- Microsoft Teams
- Crystal Reports
- SAP Business One
- TCP/IP Network connectivity troubleshooting
- Network and local printer troubleshooting
- Antivirus software/Virus detection and removal
- DNS troubleshooting
- Network cabling
- Mobile devices iOS and Android, MDM/EMM
- Microsoft Active Directory
- Remote Desktop Gateway/RDP

Education and Experience:

Associate degree or equivalent combination of work experience, education and training.

Formal education in computer science or information systems or a related field and/or 2-3 years of experience working in a corporate IT environment. Microsoft Windows or Office 365 Certification preferred. Network switch configuration knowledge a plus.

Physical Requirements:

- Good endurance, ability to withstand stress of long hours in emergency IT situations.
- Able to lift 50 lbs.
- Office environment with frequent sitting, walking, and standing
- Occasional bending, stooping, and kneeling

Job Benefits

- Compensation (\$60K – \$120K) will be commensurate with experience level
- Medical Insurance-Employer pays 2/3rds of premium

- Dental Insurance
- Health Savings Account (HSA)
- Profit Sharing Plan, with 401(K) and employer match
- Discretionary Quarterly Bonus Program
- Paid Vacation
- Paid Sick Time
- Paid Holidays
- Employee Discount

Contacts

**Please submit all resumes and a list of certifications to
jobs@audiovideocorp.com**

Audio-Video Corporation is an equal opportunity employer dedicated to diversity, equity, inclusion, and a work/life balance for our employees. Audio-Video Corporation is headquartered at 213 Broadway, Albany, NY with offices also in Syracuse and Rochester, NY and Burlington, VT.