

FUNCTIONAL TITLE:	Network & System Administrator – Contract-to-Permanent
LOCATION:	Massachusetts Teachers’ Retirement System 500 Rutherford Ave., Charlestown, MA 02129
HOURLY RATE:	\$50-\$55/hour (based on experience)
DATE OF POSTING:	Tuesday, August 18, 2026
APPLICATION DEADLINE:	Candidates will be interviewed on a rolling basis.

The Massachusetts Teachers’ Retirement System (MTRS) is the pension plan for the Commonwealth’s public-school educators. The plan provides retirement, disability, and survivor benefits to more than 71,000 recipients and maintains and services retirement accounts for over 102,000 active members and 35,000 inactive members.

Our agency mission is to ensure that members of the MTRS achieve and maintain a successful and secure retirement through responsible benefits administration, financial integrity and the provision of outstanding services.

GENERAL STATEMENT OF DUTIES

The System Administrator administers, monitors, and supports the agency's enterprise infrastructure and cloud environments, ensuring system availability, security, and performance for approximately 125 staff members. This position works closely with the Chief Technology Officer and senior technical staff.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Cloud & Virtualization Infrastructure

- Administer and support Citrix DaaS environment, including session management, image updates, and user access.
- Support Nutanix hyperconverged infrastructure (HCI) including cluster health, VM management, and storage.
- Work with vendors to perform routine maintenance, patching, and capacity planning across all platforms.

Microsoft 365 & Collaboration

- Administer Microsoft 365 tenant including Exchange Online, SharePoint, Teams, OneDrive, and Intune.
- Manage Teams Phone including user provisioning and troubleshooting.
- Maintain Azure Active Directory / Entra ID, conditional access policies, and licensing.

Vendor Management & Coordination

- Serve as a primary point of contact for managed service and technology vendors including Citrix, AWS, CrowdStrike, Teams Phone, and Nutanix.

- Open, track, and escalate vendor support tickets to resolution.
- Hold vendors accountable to SLAs and communicate status updates to leadership.
- Evaluate vendor performance and provide recommendations for contract renewals or changes.

Security & Compliance

- Support CrowdStrike Falcon endpoint detection and response platform.
- Assist with vulnerability management, patch compliance, and security monitoring.
- Participate in IT security reviews, audits, and policy development.
- Ensure systems align with agency security policies and applicable compliance frameworks.

Documentation & Knowledge Management

- Create and maintain technical documentation for all supported systems, configurations, and procedures — this is a core expectation of the role.
- Develop and update runbooks, standard operating procedures (SOPs), and network/system diagrams.
- Contribute to a centralized knowledge base to support team continuity and succession planning.

End-User & Helpdesk Support

- Provide Tier 2/3 technical support for escalated helpdesk issues.
- Support onboarding and offboarding of staff including account provisioning, hardware setup, and access management.
- Assist junior staff with troubleshooting guidance and knowledge sharing.

QUALIFICATIONS

- Demonstrated experience administering two or more of the following platforms: Citrix DaaS and Desktops, Amazon Web Services (AWS), Microsoft 365, or Nutanix HCI.
- Experience managing and escalating vendor support relationships, including holding vendors accountable to SLAs.
- Strong understanding of networking fundamentals including DNS, DHCP, TCP/IP, VPN, and firewall concepts.
- Familiarity with endpoint security platforms (CrowdStrike preferred).
- Ability to create and maintain clear technical documentation, runbooks, and SOPs.
- Excellent problem-solving, communication, and writing skills, including the ability to explain technical concepts to non-technical audiences.
- Ability to work independently and manage competing priorities in a small team environment.
- Adheres to Commonwealth of Massachusetts EOTSS security guidelines, standards, policies, and procedures.
- Maintains the confidentiality and security of highly sensitive data.
- Experience with Helpdesk platforms is a plus.
- Experience with Dell WYSE devices is a plus.

- Experience administering the WYSE environment would be a plus.
- Experience working in public sector, financial services, or regulated environments is preferred.

EDUCATION AND EXPERIENCE

Education:

A bachelor's degree in information technology, Computer Science, or a related field is required. Relevant professional experience and industry certifications are highly valued and may be considered in evaluating candidates. Preferred certifications include:

- AWS Certified Solutions Architect - Associate or Professional
- Citrix Certified Associate – Virtualization (CCA-V)
- Nutanix Certified Professional (NCP)
- Microsoft Certified: Microsoft 365 Administrator (MS-102)
- CompTIA Security+, Network+, or equivalent industry-recognized certifications

Preferred Experience:

- 5-7 years of hands-on IT experience in systems administration, infrastructure support, or a closely related technical role.
- Demonstrated hands-on experience administering Citrix DaaS and Desktops in a production environment, including FSLogix profile management.
- Proven experience managing AWS cloud infrastructure (EC2, S3) in an enterprise or production setting.
- Working knowledge of Nutanix HCI, including cluster administration and VM lifecycle management.
- Hands-on experience with Microsoft 365 administration including Exchange Online, Teams, Intune, and Entra ID.
- 2+ years of direct vendor management experience, including SLA tracking, ticket escalation, and vendor accountability in a production environment.
- Experience working in public sector, financial services, or a regulated industry is preferred.

EXPECTED HOURS OF WORK

The Network & System Administrator is required to report to the office five days per week for the first 90 calendar days of this position. Work hours are flexible, but are generally Monday through Friday, 8:00 AM to 4:00 PM (30-minute lunch) or 7:45 AM to 4:00 PM (45-minute lunch). This position should not exceed 37.5 hours per week and may require an occasional flexible schedule.

This contract position is designed as a pathway to permanent, full-time employment. The Network & System Administrator who demonstrates strong performance and reliability during the first 90 calendar days of employment will be actively considered for conversion to a full-time role. Full-time employees receive the comprehensive benefits of Commonwealth employment, including enrollment

in the State Employees' Retirement System, health and dental insurance, paid leave, and paid holidays.

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

Applicants are required to submit a cover letter and résumé to Chief Human Resources and Legal Affairs Officer, within the *MassCareers* portal. The cover letter must address why the applicant's background, and training would make him or her a good fit for the position of Network & System Administrator with the MTRS. (See MTRS website for background at www.mass.gov/mtrs) Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their technical support skills.

The Commonwealth is an Equal Opportunity Employer and does not discriminate based on race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. *Research suggests that qualified women, Black, Indigenous and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.*