



## **NETWORK ADMINISTRATOR**

### **GENERAL RESPONSIBILITIES**

This multi-faceted position is responsible for maintaining, monitoring, administering and repairing information/communication technology hardware/software equipment, analyzing customer requests for service and maintenance calls in the assigned area, and frequently leading multiple projects which require sound decision making and good project management skills. Work may be performed in a shop environment or other facilities.

### **ESSENTIAL GENERAL TASKS**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Detail all information given and received into service desk application.
- Analyze information and evaluate results to choose the best solution to problems.
- Advise and instruct end users on the necessary technology to achieve solutions; troubleshoot and resolve issues.
- Develop specific goals and plans to prioritize, organize and accomplish the work.
- Coordinate the work of a team and work collaboratively to complete ongoing projects and assigned tasks.
- Manage and train an assigned team of technicians as well as end users on systems and applications.
- Maintain constructive and cooperative working relationships with others.
- Keep up-to-date technically and apply new knowledge to the job.
- Perform related work as required.

### ***DUTIES ASSIGNED TO SPECIFIC JOB FUNCTIONS***

Specialization and proficiency in one or more of these areas is essential:

- Engineering Team
- Infrastructure/Telecommunications Team

#### **Engineering Team**

- Collaborate and assist a team of systems engineers with installation, maintenance, and troubleshooting of software, systems, and Windows servers.
- Assist with conducting corrective and preventive hardware maintenance on servers, switches, uninterruptable power supplies (UPS), and other data center infrastructure.
- Assist with documenting configurations and maintaining enterprise repository of systems documentation.
- Maintain, manage, and troubleshoot application and identity integration, virtual hosts and systems, cloud resources, and Active Directory.

#### **Infrastructure/Telecommunications Team**

- Act as the first responder to infrastructure trouble-tickets including: LAN/WAN/WLAN switching, network protocols, cabling, distance learning equipment, PC, server issues and telephony devices.
- Perform in-depth troubleshooting, installation and maintenance on switches, routers, servers, wireless equipment, PCs, servers, universal power supplies and telephony equipment.
- Administer enterprise monitoring software ensuring that all network systems are performing as expected.
- Create documentation and maintain the enterprise repository of systems documentation.
- Collaborate and assist with the installation, maintenance and troubleshooting of: Layer 2 and 3 routing/switching hardware, software and configurations, server hardware, video teleconference hardware and software, telephony equipment, and network security systems.
- Provide after-hours support for technical issues, as needed.
- Provide research and recommendations on new technologies.
- Provide telecommunications network design and programming and installation support services for server, desktop applications and hardware.
- Review cabling infrastructure standards, codes, design, and troubleshooting process.
- Test new devices to determine viability and network implications.
- Provide training to users as it relates to telecommunications equipment and features.



- Review proposals for accuracy and completeness as well as pricing to ensure compliance to the contract.
- Estimate and forecast telecommunications initiatives.
- Assist with architecting LAN/WAN/WLAN solutions for new construction or modifications to existing structures using architect plans; conducting corrective and preventive hardware maintenance on servers, switches, routers and UPS systems; and troubleshooting WAN and Internet infrastructure.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

Must have a thorough knowledge of the operation, uses and capabilities of computer and network equipment, and methods and techniques used to maintain and repair computer and network equipment; and the hazards of the work and necessary safety precautions. Must have a knowledge of service desk applications. Must have the ability to understand and carry out written and oral instructions; read and understand maintenance manuals and work from sketches, drawings and diagrams; establish and maintain effective working relationships with associates and vendors; and carry out maintenance plans and repair schedules for technical resources. Must possess excellent verbal and written communication skills, as well as, leadership, organizational, and customer service skills. Must be a skilled technical writer.

#### **EDUCATION AND EXPERIENCE**

High School Diploma or GED required. Four years of Information Technology technical hands-on experience using a combination of hardware, operating systems and client-server applications in an enterprise wide distributed computing environment.

#### **PHYSICAL REQUIREMENTS**

Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, lifting pushing, and pulling.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

#### **SPECIAL REQUIREMENTS**

- Possession of a valid driver's license and reliable transportation to carry out site visits as assigned.
- Specialization and proficiency in one or more of the identified specific job function areas is essential and require the following knowledge base:
  - **Engineering Team**
    - Proficient with Windows Servers, Active Directory, Intel based server hardware, enterprise data center operations, virtualization, and cloud technologies
    - Any of the following certifications are preferred: MCSE: Microsoft Certified Solutions Expert, MCSA: Microsoft Certified Solutions Associate, MTA: Microsoft Technology Associate, PMP: Project Management Professional, PgMP: Program Management Professional, CAPM: Certified Associate in Project Management, VCA, VCP6-DVC, VCAP-DCA\* (DCD, CIA, or CID).
  - **Infrastructure / Telecommunications Team**
    - Expertise in Layer 2 and 3 switching, routing protocols, and wireless networks
    - Strong proficiency with infrastructure availability-monitoring software and equipment and with installation troubleshooting and maintaining all aspects of structured cabling
    - In-Depth understanding of Video Conferencing systems and Network Security systems to include: Network Access Control Systems, Firewalls, internet filtering systems, and telephony equipment and VOIP systems
    - Proficient in the design, installation, maintenance and troubleshooting of various telecommunications systems
    - Any of the following certifications are preferred: Cisco UC Design Specialist, Cisco UC Support Specialist, or equivalent, preferred.