Network Administrator 1
(Bargaining Unit)

Department: Information Technology (IT)

Reports to: IT Director

Job Goal: To develop and maintain local and wide area computer networks using multiple servers and operating systems (including Windows and Macintosh). To provide technical support regarding hardware, software, networking or configuration problems to end-users. To design, test, and implement new technologies and backup strategies.

Duties and Responsibilities:

Minimizes network and client down time by:
Taking pro-active steps that ensure a stable network across all operating systems (including Windows & Macintosh) and peripherals including adding needed upgrades and improvements in a pro-active manner. Develop and implement policies and procedures related to network hardware and software acquisition, usage, support, security, and backup;

Providing technical support, for over 100 workstations (on-site, remotely or via phone) and more than 11 servers (on-site or remotely);

Develop and implement policies and procedures related to network hardware and software acquisition, usage, support, security, and backup. Update documentation to record new equipment installed, new sites, and changes to computer configurations'

Troubleshooting networking, configuration and related hardware/software issues and taking appropriate action to resolve such problems.

Performs Network Administration by:

Creating and modifying user accounts and groups, setting security permission for internal and external users, creating and modifying user email accounts and groups;

Creating, implementing and maintaining Windows Organizational Units, Group Policy Objects and Program Installation Packages for upgrades and new installation;

Maintaining servers while monitoring server logs, including defining, implementing, and enforcing security policies for remote access;

Updating and maintaining server operating systems (including e-mail) to maintain current technology level and increase and improve network performance and security;

Monitoring and configuring corporate firewall.

Ensures client computer equipment and servers are set up/configured and maintained by: Timely and accurately setting up new computer equipment or retrofitting existing

equipment, including installation of necessary hardware components, standard software installation and configuration, network configuration, and in some instances modification of the user environment components of the operating system;

Promptly and accurately handling all hardware repairs, by either replacing or repairing parts or by working with service vendors to arrange for repair; Reviews new technologies and makes recommendations to supervisor for future hardware and software purchases.

Attend occasional weekend Board of Directors, OCSEA Conferences, and other OCSEA evening or weekend assignments;

Administer Microsoft Office 365 Services, including Exchange;

Assist with LAN/WAN Cisco Support;

Maintaining SSL Certificate monitoring/maintenance;

Knowledge in VOIP phone services & phone service maintenance;

In, addition, you must have experience with Windows server administration and strong knowledge of LAN/WAN, TCP/IP, DNS, routing, internet, and network troubleshooting/support. You must have experience administrating firewalls, switches, routing, storage areas, cabling, and wireless networks;

Ensures quality email services by:

Installing and maintaining email front-end software, establishing accounts, monitoring mail flow and system performance;

Resolving mail or front-end software problems, mail bounces and maintaining group lists. Supporting users in the use of mail software.

Prevents data loss by:

Developing and maintaining overall back up systems and protocols for all OCSEA computers, servers, and databases;

Ensuring that daily backups of all servers and clients as described in the back up procedures. Maintaining accurate back up logs. Maintaining offsite back-up system;

Maintains a comprehensive computer inventory system by:

Using current on-line database, making sure it actively represents current hardware inventory, and updates that database as new equipment is purchased.

Works to improve overall computer skills of OCSEA staff by:

Assisting users in the use of PC's and computer peripherals and evaluating their needs for training and making appropriate training recommendations;

Staffing, preparing agendas and developing training programs for the mentor committee meetings, training staff in-class and/or one-on-one, and developing and updating user training manuals.

Working with the staff and Board of Directors with OCSEA's equipment issued to them. That includes issuing, repairing, replacing any equipment needed for their job/duties.

ORGANIZATIONAL RELATIONSHIP:

The Network Administrator 1, working under the direct supervision of the IT Supervisor, will interact with all staff to resolve computing problems.

QUALIFICATIONS:

Bachelor's degree in Information Technology, Computer Science, or equivalent experience listed above, combined with a minimum of 4 years' experience in System Administrator or 5 years in Support Role in an enterprise.

Strong organizational skills with a strong ability to prioritize and multitask.

Excellent communication (written and verbal) and customer service skills. Willingness to learn new technologies is also required.

A thorough understanding of server, PC and Macintosh hardware is required. Thorough knowledge of networking concepts across multiple operating systems and platforms. Should have a thorough understanding of dial-up networking, server-based networks, as well as past and current Windows operating systems, standard Microsoft Office products and Macintosh systems.

Should be able to work with minimal supervision, have good diagnostic and troubleshooting skills and be a problem-solver.

Good communication and customer service skills, both verbal and written are essential.

Pay Range $67,987 - $82,382