

**Job Title:** Network Administrator**Compensation:** \$45,000.00 - \$65,000.00/Year**Reports to:** Director of IT**Department:** Service and Support**Job Description:**

The Network Administrator is responsible for maintaining the design and integrity of the internal systems, including customer-facing hosted and cloud environments, as well as providing technical assistance to team members with system and network requests.

**Basic Functions:**

- IT Support relating to issues with the internal systems and network infrastructure.
- Support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Support services for virtualization technologies: VMware, Citrix, and Microsoft.
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Administer hosted and cloud solutions for customers using technologies that meet their requirements.
- Support disaster recovery solutions.
- Remote access solution support: VPN, Terminal Services, and Citrix.
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets.
- Administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard, and periodic system review.
- Document maintenance for all computer systems and network infrastructure.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, or agreed outages.

**Additional Duties and Responsibilities:**

- Improve customer service, perception, and satisfaction.
- Ability to work in a team and communicate effectively.

- Escalate service or project issues that cannot be completed within agreed service levels.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University.
- Work through a daily schedule in ConnectWise that has been established through the dispatch process.
- Work through project tickets and phases in ConnectWise as assigned by a Project Manager.
- Enter all work as service or project tickets in ConnectWise.
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.

#### **Knowledge, Skills, and/or Abilities Required:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professional IT Certifications recommended but not required, such as Microsoft MCP, MCSA, CCIA, SonicWall CSSA, Cisco CCNA, or VMware VCP
- Interpersonal skills: such as telephony skills, communication skills, active listening, and customer care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: the ability to match resources to technical issues appropriately.
- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.

#### **Educational/Vocational/Previous Experience Recommendations:**

- Comp TIA A+ and N+ Certification required
- Microsoft and Network + certifications preferred

- 2+ years of IT experience.

#### Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits are available.
- Full on-the-job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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Only local candidates need apply.

*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*