



**Job Title:** Network Administrator  
**Reports to:** Service Desk Manager

**Position:** Level 2  
**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 our ticketing system as they occur.
- Understand processes in our ticketing system by completing assigned training materials and blueprints online.
- Work through a daily schedule in our ticketing system that has been established through the dispatch process.
- Work through project tickets and phases in our ticketing system as assigned by a Project Manager.
- Enter all work as service or project tickets in our ticketing system.
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.
- Ability to manage projects and teams as needed.



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

An individual must be able to perform each essential duty satisfactorily to perform this job successfully. 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, such as: Microsoft MCP, MCSA, or MCSE, Citrix CCEA or 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: 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:

- Degree preferred.
- 3 or more years of IT experience.
- Client server user
- Networking environment
- Business office environment

### Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits.
- Long-term disability, retirement plan.
- Performance based incentives.
- Generous bonus levels.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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*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.*