

NETWORK ADMINISTRATOR

JOB SUMMARY

The Network Administrator assists the IT Manager to plan, direct, and control the technology infrastructure. This includes systems and services, such as the network infrastructure, internet and intranet, security, desktops, VOIP, and other network services provided to internal users.

JOB DUTIES AND ESSENTIAL FUNCTIONS

Responsible for a variety of tasks and duties, which may include, but would not be limited to, the following:

- Maintain network security and monitor system performance and activities.
- Train new users and set up accounts.
- Identify, research, and resolve hardware and software issues.
- Answer user e-mails and telephone calls; log all incoming calls into a database.
- Provide maintenance and replacement of the hardware and software infrastructure.
- Assist in delivery, installation and implementation of new hardware and software.
- Maintain inventory of hardware/software and track warranties by user and location.
- Create and maintain detailed diagrams and written documentation.
- Perform other duties and activities as assigned.
- Provide on-call support during non-business hours.
- Occasional overnight travel required.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

The required skills, knowledge, and physical requirements include, but are not limited to the following:

- Ability to work as a team player and take ownership when tasked with a assignment or project.
- Demonstrated proficiency with computers and network protocols; Windows server and Active Directory. Hands on experience with MS Exchange; MS Office 365; Barracuda, and Sophos products are a plus.
- Must be able to perform routine preventive maintenance, replacement and troubleshooting on PC equipment.
- Must have the physical dexterity and ability to perform all duties at experience level required.
- Position requires sitting before a desk, computer, or other business machines approximately 80% of the day; occasional walking and driving.
- Position also requires stooping, bending, kneeling, and reaching to access PC equipment and connections.
- Must be able to lift and carry up to 50lbs.

EDUCATION, TRAINING, AND EXPERIENCE

The following are required:

- High School Diploma or equivalent
- Associate degree in computer science preferred.
- Additional computer related course work and experience in computer networking, operating systems, VOIP experience is a plus.
- Minimum five years help desk or field support experience.
- Must have a valid, appropriate Arizona driver's license with an acceptable driving record.