Job Description | Network Administrator

Classification: Exempt

Reports To: IT Manager
Department: Business
Technology **Location:** Madison, WI
Revision Date: May 13, 2019

Summary:

The Network Administrator is responsible for the effective provisioning, installation/configuration, operation, and maintenance of the company's communications and networking environment. This position requires excellent technical, customer service, and organizational skills to support network operations for customer connections, administrative personnel, and staff. It also requires the ability to function successfully in both team and independent work environments.

Position Duties & Responsibilities:

1. Configure and maintain Company's internal computer network.
2. Consult and coordinate network design based on company needs; analyzes workflow, access, information, and security requirements; designs router administration, including interface configuration and routing protocols.
3. Manage network security tools, e.g., firewall, anti-virus, and intrusion detection systems.
4. Identify, troubleshoot, solve, and document network connectivity and performance issues.
5. Monitor network performance and optimize the network for optimal speed and availability.
6. Install, configure and maintain network hardware, e.g., Cisco routers and switches.
7. Deploy, configure and upgrade network software, such as enterprise antivirus or diagnostics programs.
8. Maintains network performance by performing network monitoring and analysis and performance tuning; troubleshoots network problems; escalates problems to partnered vendors as necessary.
9. Secures network by developing access, monitoring, control, and evaluation; maintains documentation and topology maps.
10. Plays a role in cybersecurity by monitoring and protecting VPN gateways and firewalls using intrusion detection and prevention systems.
11. Responsible for maintenance and upgrades of company-wide phone and alternative communication systems such as CMR and Jabber.
12. Coordinates with internet service providers to monitor and maintain WAN connections.

13. Coordinates remote jobsite internet access for Company's project sites.
14. Monitors computer networks and systems to identify how performance can be improved.
15. Responds to IT service requests and incidents.
16. Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
17. Protects organization's value by keeping information confidential.
18. Other duties as assigned.

Below are qualifications, education and experience, and physical demands for this position. To perform this job successfully, an individual must be able to execute each essential duty satisfactory. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications:
Cisco CCNA or CCNP certifications strongly preferred.
Excellent problem solving, analytical, communication, and interpersonal skills with a focus on quality and efficiency.
Experience with network performance tuning, LAN Knowledge, network design, and implementation.
Ability to exercise strong problem-solving skills
Maintains a variable understanding of technical issues and in-depth knowledge of the various hardware, software, communication and networking systems that are supported.
Strong time management skills, ability to stay organized and to make sound decisions.
Experience working with Linux and Windows servers and network monitoring tools.
Strong knowledge of networking, including: TCP/IP, Vlans, Ethernet, switching, routing and routing protocols, DNS.
Strong technical aptitude and ability to research & solve complex issues independently.
Willingness and ability to learn new skills and apply them as needed.
Ability to effectively communicate issues and resolutions to all levels of the organization.
Ability to maintain confidentiality working with customer and internal information.

Education & Experience:
Degree in Networking, Computer Science, Information Technology, or related work experience.
Relevant experience and/or certifications may be considered in lieu of a degree.

Minimum 2-3 years of experience working with computer network systems including design, upgrades, and maintenance. Proven expertise with the following technologies: Windows Active Directory, Virtualization, Cisco Unified Communication, and Storage Area Networks.

A valid driver's license is needed for required periodic travel.

Demands:
While performing the duties of this job, the employee is regularly required to sit and occasionally required to stand and walk. The employee must occasionally lift and/or move up to 50 pounds. Responsibilities sometimes require working evenings and weekends, at times with little advanced notice. Specific vision abilities required by this job include close vision. Ability to travel as needed.

To apply, contact kweber@itprosusa.com.