



Job Title: Network Administrator
Job Code: 050
Department: Information Technology
Reports To: IT Manager
Class Code: 8810
FLSA Status: Non-exempt
Salary Level: Hourly 20
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SUMMARY

Responsible for supporting the association's technology assets in an enterprise class wide area network environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide excellent customer service to members, guests, employees and business partners.
- Configure, install, troubleshoot and maintain local area network hardware, software, and telecommunications services such as personal computers, servers, network hardware system software, software applications, printers, cabling, Point of Sale systems and telephones.
- Establish and maintain network users, user environment, directories, security, and backups.
- Train users on software and equipment usage.
- Respond to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.
- Responsible for weekend AV support for various board, employee, committee and other company related meetings. Including set up, break down and support to start and for the duration of meeting.
- Communicate standards for use, operations, and security of network, personal computers, and data.
- Communicate with other departments to report and resolve software, hardware, and operational problems.
- Install and test software upgrades and service packs.
- Server support, upgrades, installs
- Responsible for wireless and office telephone administration
- Support inter-site connectivity and WAN
- Collect network and memory utilization information.
- Liaise with outside vendors
- Configure and deploy new desktops and laptops and routes seasonal hardware to appropriate locations.
- Maintain, upgrade and repair servers and computers.
- Setup and configure Office applications.
- Data entry and POS product input and maintenance.
- Keep current of industry trends and participates in the training and education appropriate to Information Technology.
- Assist in departmental processes like purchasing, receiving, maintaining knowledge base, work order system, etc.

QUALIFICATIONS

To perform this job satisfactorily, an individual must be able to perform each essential duty. 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.

EDUCATION and/or EXPERIENCE

B.A. in Computer Science or related field; or four years related experience and/or training as a computer technician; or equivalent combination of education and experience. Requires strong Windows Desktop and Server setup and configuration skills. Must have a working knowledge of VSphere, Active Directories and Cisco Networking.

CERTIFICATES, LICENSES, REGISTRATIONS

Requires possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier. Prefer MCSE, A+, CCNA, CCVP, VMCP certifications.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to remain stationary; use hands to finger, handle, or feel; and communicate. The employee frequently is required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand, walk, climb or balance, and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.