

# Title: IT Network Administrator

FSLA Status (Exempt or Non-exempt): Exempt

Location: Exton, PA

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## Position Overview

The IT Network Administrator performs administration maintenance, configuration and management of all computer network systems and desktop environments. Also includes provisioning user accounts, maintaining a secure network environment and upgrading systems as needed. This role is also responsible for all monitoring, backup applications and networking systems. Oversees all aspects of the business database servers from monitoring, backup, migration, and support. This is a hands-on role.

## Primary Objectives

- Establishes network by evaluating network performance issues including availability, utilization, throughput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- Act as the incident manager during outages and document RCA's.
- Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
- Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- Manage the monitoring of all servers and devices on the company's network
- Upgrades network by conferring with vendors; developing, testing, evaluating, and installing enhancements.
- Protects organization's value by keeping information confidential.
- Deliver exemplary customer service and support to all company affiliates and internal employees.
- Self-directed, self-starter, and motivated with the ability to work with minimal supervision.
- Test and validate, hotfixes or patches before they are implemented on production systems using the documented change management process.
- As needed, work with IT and development on special projects and implementations.

## Specific Responsibilities

### Server and Network Administrator

- Manage all patching, upgrading firmware and major upgrade of all company servers and devices.
- Provides administration and maintain of the company's users in Active Directory.
- Provides administration and configuration of company's Windows server network including Windows 2012/2016/2019 servers running RDS, Web and File services.
- Provides administration and configuration of company's VMWare Server network
- Manage Backup systems to safeguard critical company information

- Upgrades, installs and troubleshoots networks, networking hardware devices and software at all locations (Colocation, DR, HQ, Divisional sites and Cloud infrastructure).
- Develops and documents system standards for computer and network devices.
- Maintains documentation of inventory of equipment and warranties for equipment.

### **Information Security**

- Understanding of common security practices and standards
- Proactively assesses potential items of risk and opportunities of vulnerability in the network
- Support day-to-day administration of company firewall

### **Database Management**

- Monitor systems and platforms for availability.
- Analyze and sustain capacity and performance requirements
- Oversee backup, clustering, mirroring, replication and failover operations

### **Qualifications**

#### Education and Knowledge:

- Minimum education: Associate's degree in an information technology related field
- Preferred education: Bachelor's degree in an information technology related field
- 2+ years or more related experience in network systems management

#### Experience and Other Requirements:

- Strong analytical skills, organized, responsive and highly thorough problem solver
- Demonstrates diligence in honoring deadlines and maintaining high customer service standards
- Demonstrated experience handling and protecting confidential information/material
- Prior experience supporting, implementing and/or administering networks such as Microsoft Windows Active Directory
- Technical Knowledge in the following areas: SQL Server Management and Installation, Veritas Backup Exec, Symantec Endpoint Protection, SonicWall FW, TCP/IP, VPN, Active Directory
- Experience with writing Powershell scripts in order to perform system tasks and maintenance jobs
- Broad Experience with managing Windows 2012/2016 Servers in a VMWare infrastructure
- Experience with managing Cloud products and solutions, such as Microsoft Office 365, Microsoft Azure, and Amazon AWS technologies.
- Preferred Certifications: Microsoft Certified System Engineer (MCSE); Microsoft Certified System Administrator (MCSA);

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