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**Job Title:  Network Administrator**

**Department:  Service and Support                   Reports to: Service Manager**

**GENERAL SUMMARY:**

The Network Administrator is responsible for maintaining the design and integrity of the systems, as well as providing technical assistance to team members with system and network requests.

**Essential Duties and Responsibilities:**

* IT Support relating to issues with the 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 ConnectWise as it occurs
* Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University
* Work through a daily schedule in ConnectWise that has been established through the dispatch process
* Work through project tickets and phases in ConnectWise as assigned by a Project Manager
* Enter all work as service or project tickets into ConnectWise
* Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

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

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