Position Title: Network Administrator

Department/Unit: Information Technology

Position Classification: Other Professionals

Description Type: ☒ New ☐ Revised

FLSA Status: ☒ Exempt ☐ Non-exempt

Pay Grade: [T B D]

Reporting Relationship:

Reports to (Title): Information Technology Manager
List of direct reports (by Title): ☐ Applicable ☒ Not Applicable

Position Summary:

Position will perform necessary functions to install, maintain, and support aspects of a complex network environment, which includes a number of external firewalls and VPN connections. To accomplish these functions, the position will collaborate directly with the IT Manager and associated colleagues to explore potential areas of improvement within an allocated budget, field inquiries from external clients, and demonstrate proof of concept to meet organizational needs.

Core Job Functions:

- Performs all necessary administration and maintenance of SWAN's network infrastructure
- Makes collaborative decisions regarding server and network infrastructure
- Assists internal and external end users with hardware and network troubleshooting inquiries
- Thoroughly documents outages, troubleshooting processes, and support inquiries
- Analyzes and reports network traffic, utilization trends, and attempted intrusion
- Identifies and resolves potential threats and security issues on network equipment and servers
- Monitors network performance for stability and recommends/implements improvements as needed
- Supports SWAN staff in their use of the network and related software
- Supports SWAN membership's VPN connections and investigates/resolves outages
- Researches and coordinates with vendors on projects, technical support, and other services
- Keeps abreast of technology developments and changing needs of the organization
- Assures internal and external users are well-informed of outages, significant changes, and projects
- Performs basic administration of Windows and Unix servers as needed
- Other duties as assigned

Knowledge, Skills, and Abilities:

Education—
- Bachelor's degree in information technology or related field required

Knowledge/Experience—
- 1-5 years of network and server administration experience required
- At least 1 year of helpdesk experience preferred
- Strong proficiency with network firewalls and VPN utilities required
- Demonstrated knowledge of Cisco and/or Dell SonicWall network equipment
- Demonstrated knowledge of computer operating systems, Windows 7 and 8, Server 2008 R2 and 2012
- Demonstrated knowledge of desktop hardware and software
- Demonstrated knowledge of Microsoft products including Office 2010, Project, and Visio
- Some experience with Microsoft Exchange and Active Directory preferred
- Some experience with UNIX, Linux, and VMWare preferred

Skills/Abilities—

- Ability to solve complex problems, learn and understand new technologies, and to effectively communicate about these matters to nontechnical people
- Work effectively with the staffs of member libraries and maintain good working relationships with the Illinois State Library, contracting vendors, and SWAN staff
- Ability to maintain a productive work atmosphere by behaving and communicating in a positive manner with clients and colleagues while achieving performance expectations
- Ability to exercise initiative, good judgment, and work without close supervision

Working Conditions and Physical Requirements –

- Comfortable office working environment
- Must have a valid Illinois driver's license with a clean driving record
- Occasional nationwide travel, sometimes overnight
- Requires extended hours of work and being on call for evening and weekend trouble calls
- Ability to communicate effectively in-person, via phone, videoconferencing and e-mail
- Primarily sedentary work, but occasional physical activities such as lifting, crouching, or climbing may be required

Position Description Updated on: 8/17/2015

Acknowledgement

I acknowledge that I have read the job description and requirements for the System Administrator position and confirm that I can perform these core job functions.

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Signature   Date