

Job Description

Title:

Server / Network administrator

Skills:

Ability to support and troubleshoot computers, network equipment, and servers. Troubleshooting and documentation skills, ability to learn new systems and technology, and ability to communicate with personnel effectively.

Last revised:

7/1/2020

Pay rate:

Depends on experience (overtime rate applies above 40 hours worked per week)

Average weekly hours:

45 hours

Job description:

The network engineer is responsible for providing advanced server and network support to internal company resources and directly to customers. The network engineer sets up new servers, switches, firewalls, and other technical heavy lifting. The network engineer is responsible for troubleshooting escalated technical issues and providing creative technical solutions for our customers.

This includes, but is not limited to, answering technical phone calls, answering e-mails, working new and existing tickets, and responding to monitoring alerts. Some after-hours time may be necessary for afterhours maintenance and to finish up support calls and sessions. Roughly 50% of work will be done on-site.

RESPONSIBILITIES:

- Provide advanced network troubleshooting assistance
- Provide advanced server troubleshooting assistance
- Provide remote and/or onsite support for desktop environments to include troubleshooting of PC/Mac laptop and desktop hardware and related applications and peripherals
- Provide remote and/or onsite support of end users and assist them with any technical issues they may have
- Monitor server & network monitoring system for alerts
- Create documentation for system setup, maintenance, and updates
- Primary contact for network and server issues
- Periods of 24x7 "on call" for emergency issues
 - Approximately one week per month primary on call

- Backup on-call to assist on-call technicians is also needed
- Log and track trouble tickets using help desk application
- Performing software/hardware installations, troubleshooting, and maintenance of small business servers, computers, switches, firewalls and other network peripherals
- Maintain scheduled and non-scheduled system backup and recovery processes
- Administration of production systems
- Documentation of all work, system passwords, and system configuration changes
- Pickup and delivery of computer equipment
- Other duties as assigned

REQUIREMENTS:

- 5+ years experience setting up networks including switches, routers, firewalls, and other supporting equipment
- Ability to document issues and problem resolutions in accordance with company policies
- Ability to follow written documentation step by step when setting up new systems or modifying existing systems
- Aptitude to learn new systems and new technology
- Periods of 24x7 "on call" for emergency issues (approximately one week per month)
- Excellent written and verbal communication skills with the ability to communicate with all levels of personnel
- Flexible meal breaks
- Valid driver's license with no substantial driving infractions
- Ability to stay on phone calls or support sessions until their completion
 - May include non-stop hours on the phone
 - May include staying up to an hour after normal end of day

EXPERIENCE:

- Substantial desktop troubleshooting, repair, and malware extraction
- Substantial experience supporting Windows desktop operating systems (Windows XP through Windows 10)
- Advanced desktop & server support
- Advanced experience with Windows based servers
- Advanced experience with Active Directory and Windows Group Policy
- Advanced experience administering Exchange 2007-2019 and Office 365
- Advanced firewall, switch, and wireless knowledge
- Intermediate exposure to Linux, Unix, BSD and similar Unix style systems