Network Administrator

DEPT./LOCATION: Operations/Stoddard
REPORTS TO: Operations Manager
CLASSIFICATION: Non-Exempt/Full-Time

Position Summary:
The Network Administrator provides technical support to all bank staff. This position diagnoses and resolves computer hardware and software issues, installs and maintains computer hardware devices including personal computers, thin clients, printers, scanners and other peripheral equipment, manages active directory, VMWare and AIX (core) applications and maintains network performance through performance evaluation, monitoring and analysis. This position also participates in strategic IT planning with regards to network design and communications.

Duties and Responsibilities:
1. Supports all bank internal and external customers with troubleshooting and resolution of hardware and software applications.
2. Administrates user access to the network using active directory and other tools.
3. Establishes network by evaluating network performance issues including availability, utilization, configuration and testing of equipment.
4. Defines network policies and procedures, establishing connections and firewalls.
5. Maintains network performance through monitoring and analysis, performance tuning, troubleshooting and escalation.
6. Participates in IT strategic planning and the IS Steering committee.
7. Maintains level of work knowledge through educational opportunities, professional publications and professional organizations.
8. Participates in risk assessment activity and assists in performance of annual external IT audit.
9. Aids in design, construction and maintenance.
10. Wide Area Network Communications.
11. Management of Mitel VOIP system and phone administration.
12. Other duties as assigned.

Desired Knowledge, Skills and Abilities:
1. Knowledge of Windows desktop and server operating systems.
2. Knowledge of PC workstations, network design and implementation, active directory, virtualization software, VDI applications, AIX core applications, router and switch management, VOIP, and database management.
3. Cisco Router certification.
4. Microsoft Application Certification (workstations and servers).
5. Knowledge of VMWare and VSphere application.

6. Excellent verbal and written communication skills.
7. Ability to strategically plan and prioritize (multi task) work load.
8. Ability to work under pressure.
9. Excellent technical and problem solving skills.
10. Excellent customer service skills.

Position Requirements:
1. Bachelor's Degree in computer networking or computer science or equivalent experience in a related role.
2. Prior Customer Service experience.
3. Experience in a similar position or banking environment preferred.

Work Environment/Physical Demands:
Work is performed largely in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will alternate between walking, sitting, standing, stooping, bending, and occasional lifting up to 50 pounds of office supplies and/or documents throughout work shift.