

JOB POSTING

Department: **Office**

Shift: **1st**

Reports to: **IT Administrator**

Assistant IT Administrator

**POSITION OBJECTIVE:** The Assistant IT Administrator is responsible for assisting the IT Administrator in maintaining systems/networks which includes LAN/WAN, VoIP system, email server, security cameras, and other computer based technologies while also assisting with rollouts, installations and upgrades. The position provides technical support for both hardware and software issues which would include monitoring the network to ensure network availability to all system users along with being responsible for documenting, organizing, modifying, installing, maintaining, and supporting computer systems. This position also interfaces with 3rd party hardware and software vendors for both support issues and quoting purposes.

**RESPONSIBILITIES:** Summaries of the essential functions of the job include but are not limited to the following**:**

 Assist with Installing, maintaining, and upgrading physical and VMWare Windows servers.

 Deployment and integration of all network communication requirements for the LAN / WAN. This includes routers, switches, firewalls, servers, wireless/wired and remote access networking components along with all software applicable to configure, operate and manage these devices and the network as a whole.

 Assist with the administration of the network infrastructure to provide computer systems and application access for end users; AD, DHCP, DNS, GPO, TCP/IP, and VPN.

 Assist with the administration of other related components such as VoIP system, security camera system, Email Server, and Microsoft Office suite.

 Create or modify basic PowerShell / Batch scripts to resolve performance problems and to automate certain system administration tasks.

 Implement and maintain measures to ensure that the network infrastructure runs efficiently, securely and without interruption and documenting all network changes and technical procedures related to this outcome.

 Install/deploy, configure, and maintain user workstations, software, and peripheral devices associated with the user.

 Involved in purchasing hardware/software and maintaining licensing along with their related documentation.

 Provide technical assistance/support to system users for IT-related problems.

 Troubleshoots hardware and system connectivity issues; researches computer related problems; documents issues and solutions.

 Assist the IT administrator with IT Projects and other duties as assigned by the IT administrator.

 Provide 24/7 technical support as needed. Also when necessary, working nights or weekends to rollout hardware/software, or to perform maintenance and/or upgrades.

**Job Requirements:**

 Associates Degree in IT or equivalent work experience

 2+ years' experience working in the field

 Knowledge of PC hardware, software, and networking

 General knowledge of MS Active Directory environment including networking knowledge of DNS, DHCP, TCP/IP, LAN, WAN

 Knowledge of Microsoft Windows Server 2008-2019 also Windows OS 7 Pro & 10 Pro

 Proficient in Microsoft Office 2010-2016 and Office 365

 Must be detail-oriented and a self-starter with the desire to take initiative and work both independently and as part of a team

 Must be disciplined, organized, with good critical and creative thinking for problem solving and the ability to learn new processes and technologies quickly

 Demonstrate a willingness and capacity to work with a variety of people and personalities plus the skill to explain technical issues in a user friendly language

 Experience with network firewalls, switches, VoIP, VLANs a plus

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Please submit completed “Request for Job Transfer” form

to Human Resources by

Tuesday, February 23, 2021