

## **Network Administrator**

**Reports to:** IT Manager

**Department:** IT

**Division:** Midstate Machine – Ohio

### **Description**

The Network Administrator reports directly to the IT Manager, receiving advice, counsel, and direction relative to providing needed services to internal IT customers. The Network Administrator's role is to support and maintain in-house technology equipment and IT assets. This includes installing, configuring, diagnosing, repairing, and upgrading all corporate hardware and equipment while ensuring its optimal performance. The person will also troubleshoot problem areas in a timely and accurate fashion and provide end user training and assistance where required.

### **Responsibilities**

- Identify and deliver required hardware service levels according to company policies.
- Liaise with, and provide training and support to, end users and staff on equipment operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, and other products.
- Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user software and networking software products.
- Perform on-site analysis, diagnosis, and resolution of complex hardware problems for a variety of end users, and recommend and implement corrective solutions, including off-site repair as needed.
- Receive and respond to incoming calls, pages, and/or e-mails regarding hardware problems.
- Maintain an inventory of all Servers, PCs, Workstations, Monitors, Copiers, Printers, Scanners, and other peripheral equipment.



- Maintain an inventory of all firewalls, routers, switches, cabling, and other networking equipment.
- Document instances of hardware failure, repair, installation, and removal.
- Conduct research on, and make recommendations for, hardware products in support of procurement and development efforts.
- Maintain up-to-date knowledge of hardware and equipment contracts and organize contract-based installations.
- If necessary, liaise with third-party support and equipment vendors.
- Recommend, schedule, and perform hardware and peripheral equipment improvements, upgrades, and repairs.
- Assist in developing long-term strategies and capacity planning for meeting future hardware and corporate technology needs.
- Assist in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.
- Other duties as assigned.

## **Position Requirements**

- College diploma or university degree in the field of computer science and/or [3] years equivalent work experience.
- Excellent technical knowledge of corporate networking and other hardware, including scanners, printers, PC's and projectors.
- Comprehensive hands-on hardware troubleshooting experience.
- Extensive equipment support experience with desktop computers.
- Working technical knowledge of current network protocols, software, and standards.
- Knowledge of and hands-on experience with Microsoft Windows desktop operating systems including W10, XP, W7. Windows 95/98 and NT experience a plus.



- Knowledge of and hands-on experience with Microsoft Active Directory and Azure Active Directory.
- Knowledge of, and hands-on experience with Microsoft Windows Server operating systems including 2008, 2012, 2016, 2019, 2022
- Knowledge of and hands-on experience with Cisco and Fortinet Network equipment.
- Ability to conduct research into hardware and software products and issues as required.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Self-motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities.
- Able to prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong customer-service orientation.
- Experience with VMware vSphere Required.
- Current relevant certifications a plus.
- Position may be required to travel to other company locations up to 20% of the time.

## **Work Conditions**

- On-call availability as needed.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand, and power tools, and to handle other computer components.



# Midstate Machine

A Division Of Precision Holdings

---

- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.