



# Systems Network Administrator

Position Information

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Code/ID: Not Entered

Department: Information Technology

Job Classification: Exempt

EEOC Category: Professionals

Asset Size: 2023 \$400M-\$600M

## Role

Under the direction of the Network Operations Manager, the Systems Network Administrator is responsible for organizing, modifying, installing and supporting all aspects of the Credit Union's computer and server systems. Responsible for installing and supporting the network and telecommunications infrastructure to include LAN, WAN, Internet, Wireless, Voice and Fax operations in accordance with the design and specifications of the Director of Information Technology and Network Operations Manager.

## Major Duties and Responsibilities

WEIGHT	DESCRIPTION	ESSENTIAL
35%	Implement and support production systems, security and infrastructure, including server, network, phone, printer, email and backup infrastructures.	✓
20%	Monitor network systems capacity and provide recommendations for capacity planning. Monitor internal and external network activity and provide relevant reports. Monitor ITSM tickets and prioritize appropriately.	✓
10%	Develop policies, procedures and checklists for infrastructure security management, troubleshooting and operation.	✓
10%	Develop Disaster Recovery Plan for LAN/WAN Network and integrate with the Credit Union's Business Continuity Plan (BCP). Support disaster recovery failover and testing.	✓
10%	Maintain 24/7/365 operation environment. On Call rotation, after hours implementation and support and travel to branch offices as needed for requirements such as network/systems implementation, support and to conduct staff training.	✓
5%	Assist, mentor and train Technical Support Specialists with complex issues and system deployments. Provide Tier 2 support for helpdesk.	✓
5%	Responsible for hardware/software vulnerability monitoring and mitigation.	✓
5%	Other duties as assigned.	✓

## Knowledge and Skills

### EXPERIENCE

Three plus years of prior experience in supporting network infrastructure and IT systems in a Microsoft environment. Credit union, community bank or financial institution experience preferred. Microsoft server & workstation OS, network tools (Wireshark), routing protocols (BGP, EIGRP) VPN, TCP/IP, SNMP, Active Directory, Group Policy, DFS, DNS and DHCP Understanding of hypervisor technologies. Understanding of storage

technologies: RAID, SAN, NAS, iSCSI. Understanding of backup technologies & retention policies. Fortinet switches, Access Lists, VLAN's network, network equipment troubleshooting and maintenance.

#### **EDUCATION/CERTIFICATIONS/LICENSES**

Bachelor's Degree or an equivalent combination of education, experience and training certifications.

#### **INTERPERSONAL SKILLS**

Courtesy and tact are essential elements of the job. Work involves personal contact with customers and others inside and outside the organization, generally regarding fairly routine matters for the purposes of giving and obtaining information or instructions, updating or referring. Communications generally require shorter and not in-depth discussions.

#### **OTHER SKILLS**

Fortinet Fortigate firewalls, Access Points, and Altigen/Polycom VoIP, including MaxAdministrator Understand WAN technologies including MPLS Understanding and working knowledge of Qos settings, configurations and troubleshooting. Unix (AIX) OS. SQL database monitoring and maintenance. Windows shell scripting. Log and packet capturing monitoring tools. SentinelOne Fortify for Endpoint Security/Endpoint Detection and Response. Microsoft365 Microsoft Sharepoint Microsoft Teams Dell Support Assist Enterprise desktop management. PrinterLogic. Mobile Device Management.

## **ADA Requirements**

#### **PHYSICAL REQUIREMENTS**

Is able to bend, sit, and stand in order to perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in an emergency situation. Must be able to operate routine office equipment including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours or travel off site whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

#### **WORKING CONDITIONS**

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

#### **MENTAL AND/OR EMOTIONAL REQUIREMENTS**

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to complete basic mathematical calculations, spell accurately, and understand computer basics. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.