

Network Administrator

Employee: Department: IT Reports To: Director of IT	FSLA Classification: Exempt Updated: March 2019
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SUMMARY: The Network Administrator is responsible for administering Credit Union network systems. Manages, secures and maintains network infrastructure. Troubleshoots and resolves network related hardware and software issues. Advises on, designs, and implements network solutions. Monitors network performance, functionality and security. Provides technical support to end users, answers questions, and prepares training sessions as needed. Escalate significant or recurring issues to the Director of IT.

ESSENTIAL DUTIES & RESPONSIBILITIES: *Employee must effectively carry out the following essential duties and responsibilities of this position in a manner that consistently demonstrates Sun Federal’s mission, values and culture. Other duties may be assigned.*

1) Assumes responsibility for the effective performance of network administration duties.

- a) Maintains, designs, and develops network infrastructure.
- b) Documents, troubleshoots, and resolves network issues promptly.
- c) Configures, installs, and services network hardware including routers, switches, and firewalls.
- d) Monitors network performance and troubleshoots problems and outages.
- e) Manages access to network resources using the principle of least privilege.
- f) Is knowledgeable and understands support contracts for network hardware, software, and services.
- g) Ensures Credit Union compliance with software licensing agreements.
- h) Creates and maintains operating procedures for all critical network systems.
- i) Assists the Director of IT in writing network related policies.
- j) Promptly remediates issues identified during audits and risk assessments.
- k) Ensures that effective security measures are in place to harden and protect network resources.
- l) Researches, evaluates, and recommends new solutions to improve operations.
- m) Acts as a backup in performing systems administration duties.

2) Assumes responsibility for maintaining effective business relations with end users and outside vendors.

- a) Maintains supportive relationships with users to ensure that their needs are met. Serves internal members via phone, e-mail, and in-person.
- b) Preserves professional relationships with outside vendors when requesting upgrades, replacement parts and assistance.

3) Assumes responsibility for establishing and maintaining effective communication and coordination with Credit Union staff and management.

- a) Develops and schedules network training with users as needed.
- b) Reports network malfunctions and operating problems that cannot be corrected by routine procedures to the Director of IT.
- c) Attends meetings as required.

d) Provides adequate notice to end users about network maintenance and downtime.

4) Assumes responsibility for related duties as required or assigned.

- a) Ensures that work area is clean, secure and well maintained.
- b) Completes special projects as assigned.
- c) Preserves confidentiality of Credit Union records.

5) Promote Individual and Credit Union Success

- a) Lives, supports and demonstrates Sun Federal’s mission, vision and values. Provides extraordinary service to internal and external members by consistently following Sun Federal’s Service Behaviors.
- b) Makes a positive contribution to business plan objectives and goals.
- c) Understands and adheres to all policies, procedures and regulations.
- d) Demonstrates professionalism in dress, tone, flexibility and communication.
- e) Consistently acts as part of a cohesive team, demonstrating excellent interpersonal skills and the ability to interact positively with other employees. Maintains open and respectful communication with other departments. Handles conflict directly and discreetly.
- f) Shows empathy and respect in all interactions with members, internal and external.
- g) Takes ownership of job duties as assigned or needed. Participates in assigned projects and training in a meaningful and positive way. Assists in the training of less senior staff.
- h) Recommends and develops process improvements and procedures to enhance productivity and improve service.

PERFORMANCE MEASUREMENTS

- 1. Network administrative functions are performed effectively and in accordance with established policies and procedures.
- 2. Professional business relations exist with users and outside vendors.
- 3. Project deadlines are met.
- 4. Required reports are generated accurately and timely.
- 5. Management is notified of network/technical activities and significant problems.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The individual must be able to successfully pass background checks.

EDUCATION/CERTIFICATION: Bachelor’s degree in information technology related studies. Juniper JNCIA-JUNOS certification required. Palo Alto or firewall related certification required. Valid driver’s license required.

REQUIRED KNOWLEDGE: Knowledge of Network operations and all related computer hardware and software. Understanding of Credit Union operations and output requirements.

EXPERIENCE REQUIRED: Five to eight years of experience working in related position.

SKILLS/ABILITIES: Strong customer service skills and willingness to assist others. Able to communicate complex information clearly. Attentive to detail. Strong problem solving skills. Able to coordinate well with other departments and personnel. Ability to operate network server, computer tape drive and other business equipment. Training and certifications preferred in the following technologies: Juniper, Cisco, Palo Alto, Aruba, Microsoft.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

FINGER DEXTERITY: Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

TALKING: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

AVERAGE HEARING: Able to hear average or normal conversations and receive ordinary information.

REPETITIVE MOTION: Movements frequently and regularly required using the wrists, hands, and/or fingers.

AVERAGE VISUAL ABILITIES: Average, ordinary, visual acuity necessary to prepare or inspect documents or products.

PHYSICAL STRENGTH: Sedentary work; sitting most of the time. Exerts up to 50 lbs. of force occasionally.

WORKING CONDITIONS: Occasional exposure to electrical current. Frequent local travel and occasional out of town travel required.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.

MATHEMATICS ABILITY: Ability to perform basic math skills including adding, subtracting, multiplying, and dividing two digit numbers. Ability to perform simple algebra.

LANGUAGE ABILITY: Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias. Ability to prepare memos, reports, and essays using proper punctuation, spelling and grammar. Ability to communicate distinctly with appropriate pauses and emphasis; correct pronunciation (or sign equivalent) and variation in word order; using present, perfect, and future tenses.

JOB DESCRIPTION INTENT & PURPOSE

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by managers as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. Sun Federal maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.