



Glenwood Telephone Membership Corporation
Network Systems Administrator
POSITION DESCRIPTION

This position supports the company's mission statement by providing quality service to our customers while supporting their IT related needs. Customer service skills and technical expertise are essential in providing the highest quality service in these areas.

Position Title: Network System Administrator

Division: Blue Hill, NE

Department: Information Technology

Status: Full-time/Exempt

Supervisor Title: Network Manager
(assigns work, gives direction and answers questions)

Evaluators: Network Manager
(Evaluates work of employee)

In-put: Network Manager
Director of Operation
Management Team
Customers

Direct Reports: N/A

ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 30% Performs Data Center administration of VMware, Veeam, Hosts, Storage, Switches and other data center items for the purpose of ensuring best network operations possible. Install and maintain Linux and Microsoft server Virtual machines. Other primary tasks include infrastructure documentation, performing periodical maintenance as scheduled, proactive monitoring and maintaining data center infrastructures, diagnosing troubles, backup and restoration, maintaining and installing software with emphasis on staying current with updates and patches. Monitored by the Network Manager, and through feedback from customers and other technicians.

3. 30% Performs the maintenance of Glenwood's network infrastructure for the purpose of ensuring effective use of the internal network. Including network installation, maintenance, backups and patches on devices such as Routers, Switches, capwap APs, Firewalls, VPNs. Working with the Network Engineer to ensure that company data and network resources are secured and safeguarded, recommending upgrades, etc. Monitored by the Network Manager and through periodic meetings and feedback from internal customers.

4. 25% Perform system administration on Microsoft Active Directory, external Cloud applications and infrastructures for the purpose of conducting daily business as required. Update and maintain but not limited to GPO, File shares, windows updates, security updates, etc... Monitor and setup alerts on systems using SNMP, Netflow/SFlow, and Netconf/Restconf applications. Monitored by the Network Manager, and through feedback from customers and other technicians.

5. 15% Perform various IT tasks as a backup for other roles for the purpose of conducting daily operations as needed. Including assisting with internal computer related issues, updating security software, security cameras, audio/video equipment, cabling, etc... Respond to tickets and alerts in a timely manner, escalate when needed. Monitored by the Network Manager, and through feedback from customers and other technicians.

Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.

**Required to report to work on time and when scheduled.*

RESPONSIBILITIES:

This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Also, must relate well with others since information has to be obtained on occasion from others and informal training/coaching provided. There is internal and external contact at all levels of organizations requiring negotiation, persuasion, and diplomacy with customers and vendors.

LATITUDE:

Most duties are assigned with the performer planning and arranging tasks in order to accomplish responsibilities. Problem solving is accomplished independently most of the time. Some decisions not effecting other departments can be made independently in accordance with company policy. All purchase requests are referred to the supervisor.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors are not easily detected and are not subject to detailed review. This can result in errors significantly effecting relationships, loss of customers, and moderate monetary impact.

CUSTOMER SERVICE/INTERACTION:

Daily phone, written, and face-to-face interaction with employees throughout the company to perform job functions.

Customers are contacted daily by phone, written, and face-to-face written means to perform job functions.

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

Associate degree in CIS, IT, or computer science, preferred.
High school diploma, required.

SKILLS:

Administrative
Technical
Human relations
Conceptual
Decision making
Problem solving
Written communication
Oral communication

EXPERIENCE:

Four years in the Windows operating system, required
Working knowledge of Microsoft 365 including Exchange, required
VMware, Veeam experience required
Firewall/VPN experience preferred
Microsoft and VMware certifications preferred
Cisco CCNA, NSE 4+, MCSE, eNDP at least one preferred
802.1q, 802.1x, 802.1ad, 802.11 experience preferred

LICENSE:

Valid Nebraska driver's license and a good driving record, required.

EQUIPMENT:

Computer, phone, and general office equipment

PHYSICAL:

Frequent bending, carrying, manual dexterity, squatting, twisting, turning, and lifting up to 40 lbs independently, required. Frequent visualizing of a computer screen, required.

TRAINING:

Safety training within the company successfully completed within six months, required
Certification training outside of the company completed as needed
Ongoing training as required by the company

WORK CONDITIONS:

Office environment 90%
Field conditions in all types of weather 10%

OTHER:

Occasional overnight travel, required
Occasional travel by vehicle, required
Occasional air travel, required
Occasional flexible hours, required
Frequent call rotation, required

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: