



Senior Network Administrator

Function

Provide day-to-day hands-on administration of ES3's communication and infrastructure systems, as networking & infrastructure team leader, responsible for providing reliable and efficient services support for VMware, Microsoft applications, Server hardware, firewalls, storage systems, Windows, Linux operating systems, SQL and Oracle databases.

Essential Functions & Responsibilities

- Provide 2nd level support for all hardware, software and network problems reported, documenting problems and solutions as required for the enterprise network.
- Assist in 1st level support when required.
- Manage, maintain, and update a support issue ticketing system to track all items to resolution and to identify support trends.
- Fulfill service level agreements, with respect to availability, performance, capacity, and security.
- Adhere to and champion the ITIL based principles established for problem, change and asset management.
- Effectively utilize the System Management tools available to support the principles.
- Act as the Situation Manager, as required to provide relief, repair, reform for unplanned events adversely affecting the computing and network environment.
- Mentor, train, and develop other technical associates within team. Participate in design and technology reviews, strategy meetings, and brainstorming sessions.
- Manages supports and ensures operating viability of LAN (Local Area Network) and WAN (Wide Area Network) both wired and wireless for all hours of operation, and reports any abnormalities to the Technology manager.
- Ensures software, hardware and network installs, re-installs, upgrades, moves, changes and relocations are completed efficiently and as required.
- Assist on projects or special initiatives as assigned.

Skills, Knowledge, Qualifications & Experience

- College Diploma or University Degree in Computer Science or in a related discipline,
- Certifications in Cisco, Microsoft or Information Security are preferred.
- CompTIA A+ Certification required.
- Excellent communication and interpersonal skills.
- Excellent organizational and time management skills.
- Ability to work in a team environment and/or as an individual contributor, as required.
- Experience troubleshooting large enterprise LAN/WAN technology, to include routing, switching, wireless, VPN technology, and application load balancing.
- Experience in cloud technologies, managed solutions.



- Experience writing network standards and creating network diagrams (using Visio).
- Strong analytical and problem-solving skills.
- Requires Project Management skills.
- Experience with SAN's, HP, Dell switches and IBM/Dell Chassis an asset.
- Experience in the following are preferred: Hardware/Software Packages: Cisco, Linux, Microsoft Active Directory, Open Source Technologies, Visio, Microsoft Office (MS Word, Excel, and PowerPoint) SharePoint, Microsoft Systems Center.

Experience

Minimum of 3 years work experience providing direct supervision of a technical staff supporting servers, networking and systems infrastructure. Have hands on experience and technical troubleshooting experience.

Supervision

Reports to the VP of Technology and Support Services

Knowledge and Abilities

Demonstrated orientation towards providing support service to a staff of professionals; demonstrated ability to work well with others; ability to use time effectively, and demonstrated ability to communicate well both orally and in writing. Have the ability to influence change by presenting clear and convincing reasoning through decisive and analytical problem resolution.

Work Hours

Monday - Friday, 9:00 a.m. - 5:00 p.m., but may be required to work occasional long and/or irregular hours.

Required Documents Resume, cover letter, transcripts, and certifications.