



JUNIOR SYSTEMS AND NETWORK ADMINISTRATOR

Job Description

The Junior Systems and Network Administrator is responsible for assisting with network operations, and maintaining and monitoring data files and control procedures on local area networks. Performs a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet customer and user requirements. Troubleshoots computer problems, determines source and advises on appropriate action.

Responsibilities

- Troubleshoots networks, systems and applications to identify and correct malfunctions and operational issues
- Investigates user problems, determines possible solutions, and tests and implements solutions
- Produces various daily, weekly, monthly and ad hoc reports
- Implements network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity, and adding and deleting users
- Installs, configures and maintains workstations and other related equipment, devices and systems
- Performs software and application installation and upgrades
- Upgrades and configures disk drives, printers and related equipment as needed
- Provides helpdesk support and oversight, and elevates complex/high priority problems to appropriate personnel
- Interfaces with systems and network engineers to ensure all support requests are handled appropriately
- Monitors service desk for tickets assigned to the queue
- Documents internal procedures, processes, and technical notes
- Participates in special projects as required

Technical Skills Desired

Preference will be given to candidates with demonstrated knowledge of the following technical skills through practical application:

- Installation, configuration, and maintenance of personal computers, networks, hardware, and software
- Identification and resolution of computer system malfunctions and operations problems
- Network systems, applications, procedures and techniques
- Security and VPN solutions
- Cisco technologies
- Helpdesk / customer service

Qualifications

- Bachelor's degree in Computer Engineering or Computer Science, or 4+ years of relevant work experience
- Internship or similar hands-on experience involving network operations and direct customer support
- Detail-oriented and organized, with the ability to prioritize and multitask
- Excellent interpersonal and oral/written communication skills
- Capable of lifting equipment up to 50 pounds
- Self-starter with ability to learn quickly and accomplish tasks in a timely manner with minimal supervision
- Ability to work occasional evenings and/or weekends as job duties demand

Travel: 5%

Classification: Full-time, Non-exempt

Reports To: Chief Technology Officer

Location: Gainesville, Virginia