



JOB DESCRIPTION

Network Administrator

Purpose:

The Network Administrator reports to the Director of Technology with support of the Vice President for Strategy and Institutional Effectiveness and is responsible for maintaining and implementing all the seminary's technological functions. This position will work with the IT team to resolve issues on both seminary campuses in Richmond and Charlotte. The position will be responsible for upkeeping the network infrastructure, maintenance, and efficiency. This position will also be responsible for managing the servers and cloud infrastructure of the seminary. In addition, the Network Administrator will be responsible for working with third parties/vendors and working on projects to increase the efficiency and reliability of, and provide guidance and recommendation for, the routine upgrading of the campus network infrastructure. This position will also be responsible for maintaining the day-to-day help desk tickets to identify common issues and work on changes to resolve them.

Responsibilities and Duties:

1. Maintain and upgrade the network hardware of the seminary such as: routers, firewalls, switches, servers, and desktops.
2. Ensure the proper implementation of networking devices on both campuses.
3. Maintain the operation and efficiency of the data center and networking closets around the campuses.
4. Support and maintain the seminary's cloud services in Microsoft 365 such as: Exchange, SharePoint/OneDrive, and Teams.
5. Migrate legacy software, hardware, and databases to current platforms.
6. Maintain and upgrade the network on both campuses to maximize efficiency and mitigate security risks.
7. Provide support for Faculty and Staff through the help desk ticketing system.
8. Implement and support classroom technologies to create a better environment for students and faculty, and outside groups using Seminary technology resources.
9. Maintain network security on both campuses to minimize risk, data loss and down time.
10. Work with vendors and third parties to implement new services and projects for the IT infrastructure.
11. Implement network projects and migrations to upkeep the efficiency and cost effectiveness of the IT department.
12. Work with users to get feedback from the IT environment and suggest and implement changes.
13. Provide training to employees and students on emerging technologies and security.

14. Implement and maintain a disaster recovery plan.

Knowledge and Skills:

- Two years of experience in an IT department with experience in networking as well as help desk/user support
- Preferred experience in an academic or non-profit environment
- Demonstrated ability to work with users with a range of technology skill levels
- Bachelor's Degree in an information technology field or an Associate's Degree with two years of related experience
- Knowledge and experience working with Cisco CLI in an operating environment
- Knowledge of Fortinet hardware and implementations
- SD-WAN and MPLS working experience
- Ability to implement, administer and troubleshoot network infrastructure devices including firewalls, routers, switches, wireless access points and controllers
- Ability to use network monitoring, diagnostic and analytic tools to manage a network
- Understanding network troubleshooting for: VPN firewall, internet connectivity, DHCP, DNS, and wireless
- Knowledge and ability to work with and maintain virtual server environment
- Familiarity with data backup software, procedures and maintenance
- Ability to identify network security vulnerabilities and suggest and implement solutions to resolve them
- Knowledge of software such as: Veeam, VMWare, Barracuda, and FortiGate.
- Experience working with different routing protocols such as OSPF and EIGRP.
- Conversant with database administration and maintenance procedures
- Neat, organized, and efficient
- Excellent verbal and written communication skills
- Problem solving and troubleshooting
- Ability to work cooperatively with vendors and contractors
- Ability to collaborate in a small team and show initiative and self-direction
- Experience working with Windows Server and Active Directory
- Experience supporting: Windows Desktop, MacOS, and Linux
- Audio and visual classroom technology
- VoIP Telephone systems and web-based voice systems
- Building access and security system experience
- Relevant Certifications: CCNA, Security+, and Network+

Working Conditions:

- Normal workweek Monday through Friday 8:00 a.m. to 4:30 p.m.
- Located on the Richmond Campus
- Some evenings and weekends may be required.
- Position is full time non-exempt with benefits.