

Ringgold Telephone Company Job Description

Job Title: Network System Administrator
Department: I.T./Tech Support
Reports To: I.T./Tech Support Manager
FLSA Status: Hourly, Non-Exempts
Prepared By:
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Approved By:
Approved Date:

Summary

The position of Network Systems Administrator is an important functional role within the Information Services Department. The Network System Administrator is responsible for deploying and administering technology solutions, both client and server based, supporting existing technologies, and providing clients, both internal and external, with consistent, reliable and professional technical services and support.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Collaborate to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.
- Provision, implement, deploy and administer Windows Network Environment
- Administer Microsoft Exchange systems.
- Provision, implement, deploy and administrate Linux servers (various distributions, primarily: RHEL5, & Debian) including patch management.
- Manage a mix of server systems administration and desktop support tasks in a networked environment.
- Administer and maintain a iSCSI storage solutions.
- Serve as system support engineer for HPBX products and other VOIP phone systems.
- Ensure server optimization for intended purpose.
- Knowledge of virtualization platforms used for a production server environment and to create a test environment. Ability to identify and resolve issues within the virtual environment.

- Ability to manage virtualized servers in a production environment and to create a test environment. Ability to identify and resolve issues related to virtual environments.
- Deploy and administer new applications and enhancements to existing applications, software, and operating systems.
- Administer enterprise/OU directory services.
- Perform server and security audits, system backup/restore procedures, and other recovery processes in accordance with the company's disaster recovery and business continuity strategies.
- Monitor and manage system connectivity of client and server, shared software, groupware, and other applications.
- Network / server availability monitoring.
- Monitor and maintain network security.
- Maintain VPN systems, wireless and other connectivity devices.
- Integrate Single Sign On systems with Active Directory via Kerberos, LDAP, & NTLM.
- IIS and Apache management and monitoring,
- Create and maintain documentation as it relates to system administration, configuration, mapping, processes, and service records.
- Recommend and perform modifications to server environment in order to improve efficiency, reliability, and performance.
- Assist in research on software and systems products to justify recommendations and to support purchasing efforts.
- Monitor and test system performance; prepare and deliver system performance statistics and reports.
- Needs to be skilled in various operating systems.
- Serve as backup to Web/Advertising Designer and develop web based applications/utilities for business use.
- Maintains security requirements for applicable vendors related to GCIC access/Criminal Justice Information Services

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competency

To perform the job successfully, an individual should demonstrate the following competencies :

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Coordinates projects; Communicates changes and progress; Completes projects on time and budget.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue ; Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

4+ years System Administration experience or 2+ years experience plus a BS degree in Computer Science. 3+ years hands-on experience deploying/administering Windows Server and client systems in a Microsoft networked environment participating in small to mid-scale projects. 3+ years experience with linux based systems, with emphasis on production web servers, DNS, DHCP, and web based mail systems.

REQUIRED TECHNICAL SKILLS

- A mix of Desktop and Server systems administration and support
- Solid knowledge of Windows Server Active Directory, Group Policy, DHCP, DNS, WINS.
- Experience supporting and troubleshooting Windows operating systems and Windows based software.
- IIS, Apache administration & troubleshooting experience
- SQL Server (MySQL & MSSQL) administration & optimizing experience.
- Proven ability to support production servers both locally and remotely.
- Backup and recovery experience using various vendor software products, and improvised scripting
- Experienced with Microsoft Exchange concepts and support tasks; creating, moving, deleting mailboxes; mail store repair and defragmentation, frontend-backend set up, RPC-HTTP setup, clustering, journal archiving
- Experience with virtual server environments.
- Experience with patch management in a windows environment using Windows update server.
- Experience working in a LAN/WAN environment
- Working knowledge of networks and their protocols
- Experience working with application terminal server
- Experience with metrics based reporting and trending
- Experience evaluating hardware and software products
- Excellent technical documentation abilities
- Troubleshooting server/network/client difficulties and data forensics

Desired Skills

- MCSE certification
- Redhat Certified Engineer
- The ability to evaluate multiple technologies while already maintaining a full workload

- The ability to develop/implement Open Source technologies instead of relying on proprietary and professional services solutions
- Comfortable with Windows/Linux Shell Scripting, VBScript, Java, HTML, Dot Net environments.

Additional Professional Skills & Requirements

- Ability to work effectively, both independently and in a team environment
- Attention to detail combined with excellent problem solving skills
- Timeliness of response to service requests and thoroughness in problem solving
- Highly motivated “take ownership” attitude
- Results oriented - able to respond quickly in a fast-paced, interrupt-driven, dynamic environment
- Excellent written and verbal communication skills; interacting with peers, management and users
- Strong customer service orientation
- Ability to work outside of normal working hours; flexibility is required
- Ability to learn concepts and execute them through training, self-learning, and interaction with colleagues.
- Ability to deal with change and conflicts
- Ability to assess incoming work assignments, prioritize issues, determine customer needs and self assign assignments on a daily basis.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations

MCSE certification

Redhat Certified Engineer

Valid Driver's License

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet.