



## **Senior Systems / Network Administrator**

### **Position summary:**

Primary Duties: Contributes to the maintenance and administration of Windows, Citrix, Cisco UC, Backup and SAN technical environments.

Secondary Duties: Contributes to design, implementation, maintenance and administration of Cisco/Juniper switching/routing (focus on QoS and BGP/OSPF), Cisco Meraki firewall, VPN (Lan2Lan and Remote) and load balancer environments.

### **Essential functions and responsibilities:**

Under limited supervision, design, installs, configure, and support the Windows, Cisco UC, Citrix, Cisco and Juniper technical environments including product migration and version upgrades.

- Assume responsibility for supporting IT related projects (new application/desktop deployments, planning for additional capacity, infrastructure changes) in accordance with business unit requirements and industry/vendor best practices. The Senior System/Network Administrator is also one of the primary technical resources responsible for the day-to-day end user support.
- The Senior Systems/Network Administrator will be responsible for supporting core Microsoft infrastructure services (including but not limited to Active Directory, DNS, DHCP, Group Policy Management, IIS, TCP/IP, WSUS , MS Exchange, Skype for Business etc.).
- Participates in ensuring that customer requests via ticketing systems are managed to closure.
- Able to establish patch deployment policies, deploy jobs, monitor, and resolve issues as required in an efficient and streamlined process.
- Communicate effectively with multiple customers and co-workers. This includes the following activities.
- Consulting with the various teams on support call.
- Able to communicate highly technical information to both technical and non-technical personnel.
- Able to participate in various customer strategy meetings to define and understand customer delivery.
- Providing phone support and diagnostics to remote customers.
- Develops, documents, and implements standard operating procedures and customer service guidelines relating to End User Services support.

- Analyzes problem trends and develops ideas to achieve problem resolution.
- Participate in meetings as necessary.

Experience configuring, implementing, and maintaining the following:

- Cisco, Juniper, Routers, Switches, and Firewalls
- Cisco Access Control Lists and L3 VLAN Segmentation
- Cisco Port Level Security
- Virtual Private Networks
- Packet capture and Wireshark analysis
- Two-factor authentication solutions
- Intrusion Protection and Detection Systems
- Load Balancers
- Physical and Logical LAN/WAN Design and Implementation
- BGP & OSPF support
- Telecommunications - VOIP (Avaya)
- iSCSI Storage Area Networks
- Networking management tools
- Logging and monitoring tools

**Qualifications:**

- College degree in related field or relevant experience
- 5+ years hands on experience in a Windows and Cisco environment
- MSCE/CCNA or equivalent work experience