**Network Administrator Manager**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The Network Administrator Manager provides day to day leadership and supervision for a technical team consisting of Westminster-Canterbury IT staff, on-site contractors, and contracted services.

May directly service Help Desk and Work Order tickets, but the primary focus of the role will be to provide leadership of the IT Help Desk Team and highest level Help Desk support for trouble tickets and oversee the triage and assignment of IT work orders to other IT staff and contractors. The Network Administrator Manager will also provide project coordination for departmental projects; trains directly or oversees training plans for IT staff and contractors; reviews and automates daily, weekly and monthly maintenance tasks; is responsible for the installation, deployment and support of all IT equipment to include servers, desktop and laptop computers, corporate owned mobile devices, wireless and wired networks access points and switches, routers and firewalls.

Always model our core values of respect, passion, and professionalism, and be willing to assist, or use your authority, in holding all others accountable for doing the same.

**RESPONSIBILITIES**

* **Supervision:** Manage IT team and vendor/provider relationships: equipment support contracts, Internet Service Provider (ISP) services, co-location services, etc. Supervises the daily tasking and workflow of a technical team consisting of network help desk technicians and interns, outsourced Help Desk Services (Resident and Corporate), on-site and off-site contractors, and other managed services.
* **Training:** Oversees the training of new help desk technicians and interns. Oversees on the job training of subordinate staff to accomplish departmental training goals and objectives including individual training plans. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* **Network Security:** Secures network system by establishing and enforcing policies; defining and monitoring access
* Performs and oversees the delegation of access rights to users, services and applications
* **Projects:** Provides overall project coordination for all projects whether sourced internally or from outside vendors
* Support design efforts of all network infrastructures within - Production, Corporate, and Development networks
* Leads technical projects in all infrastructure areas and provides resource planning for infrastructure related projects and administrative activities. Evaluates infrastructure technology for current and future applications and promotes industry, vendor and campus best practices in all installations and projects.
* Daily Administration, Break/Fix and Work Processes
	+ Establishes networking environment by building system configuration; installing or directing system installation; defining, documenting, and enforcing system standards.
	+ Maximizes network performance by monitoring performance; scheduling upgrades; collaborating with network architects on network optimization.
	+ Troubleshoots network usage and peripheral issues, supports help desk analysts, resolves connectivity issues, and maintains data and telecommunication connections.
	+ Installs new, rebuilds, updates, patches, secures and administers existing servers, firewalls, switches, routers, desktops, laptops, applications, storage, wireless networks, mobile devices, tablets, and other network connected devices.
	+ Researches and recommends innovative, effective and efficient, and where possible, automate approaches for system administration tasks, recurring processes and procedures.
	+ Performs or oversees daily system monitoring to identify possible intrusions, verifying the integrity, performance and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs and backups.
	+ Plans, updates and executes Disaster Recovery processes.
* **Technical Areas:** Assess, design, build and support Virtual Infrastructures (VI) and Virtual Desktop Infrastructures (VDI) including server and storage platforms. Support design efforts for cloud infrastructure implementation and/or migrations. Installs and maintains LAN/WAN/MAN hardware and software technologies. Manage and update Linux and Windows servers. Create Virtual Local Area Networks (VLANs), Configure Quality of Service (QOS), and port-security in a multi-use voice, data and video network infrastructure (including Real Time video feeds).
* Demonstrate initiative in offering to pitch-in and help others wherever needed. Assist in carrying out the mission of Westminster-Canterbury in any way needed at the time. Cheerfully undertake other assigned duties.

**QUALIFICATIONS**

* Bachelors’ Degree in computer science, information technology, networking or related degree or equivalent experience in network administration, including troubleshooting required.
* Three to Five years’ experience in implementing, maintaining and troubleshooting business networks required, with two or more years of work in a health care field preferred.
* Experience in networking technologies from Cisco and Juniper including routers, switches and firewalls required. Experience working with virtualization, servers, system monitoring tools.
* Professional IT Certifications such as Cisco CCNA, Windows MCSA etc., are a plus.
* Internet knowledge: DNS, LDAP, Security, IP routing, HTTP etc...
* Good knowledge of both Linux and Windows systems.
* Wireless and VPN (Client-Server, and Site-to-Site) networking.
* Significant technical background in multiple technologies and entrepreneurial spirit.
	+ Knowledge of Windows Active Directory and Domain Controllers
	+ Knowledge of high availability and disaster recovery principles.
	+ Strong knowledge of security principles and technologies.
	+ Proficient in Core Competencies such as Microsoft Office (Word, PowerPoint, Excel, Outlook) and Google Apps for Business required.
	+ Background of administering and configuring Google Apps Admin Console strongly preferred.
	+ Analytical and problem-solving abilities, with keen attention to detail required.
	+ Experience, exposure and interest in wide range of infrastructure technologies required with a demonstrated ability to learn and understand and apply new technologies.
	+ Takes responsibility, demonstrates personal integrity, honesty and be able to deal with confidential information on a daily basis.
	+ Ability to match resources to technical issues appropriately.
	+ Must be able to exercise judgment, tact and diplomacy on behalf of executive when dealing with other executives and levels of management.
	+ Demonstrated strong customer service orientation, especially in serving elder population.
	+ Demonstrated strong and verbal communication skills, including active listening skills Ability to follow and develop complex operating procedures, project plans and map out or revise complex processes.
	+ Ability to conduct research into a wide range of computing issues, hardware issues, products and service-related issues.
	+ Highly self-motivated and directed, with the ability to effectively prioritize and execute tasks.
* Physical Requirements:
	+ Must be able to lift and handle large boxes weighing up to 50 lbs.
	+ Must be able to move about large campus to deliver services.
	+ Must be able to install and maintain computer equipment in offices, apartments, small server rooms, wiring closets and public areas.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision