

Job Description – Jr. Network Administrator / Systems Tester

Title

Jr. Network Administrator / Systems Tester

Description

Jr. Network Administrator role

- Ensures the stable operation of the in-house computer network and all connected PCs and peripherals, including planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links.
- Analyzes and resolves end user hardware and software computer problems in a timely and accurate fashion, and provides end user training where required.

This role will be in a fast paced environment and the candidate is expected to become self-sufficient within 6 months.

Systems Tester role

- Assists with testing new custom hardware units and software products with engineering.
- Assists the Service and Support team with hardware installations and troubleshooting.
- Works with the Service and Support team to create procedures, documentation, and train staff when required.

Responsibilities

Strategy & Planning

- Perform network design and capacity planning.
- Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery.

Acquisition & Deployment

- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.
- Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.

Operational

- Manage servers, including e-mail, print, internal services for source control, wiki and issue tracking as well as
- Maintain and verify backup servers/systems.
- Manage security solutions, including firewall, anti-virus, and intrusion detection systems.
- Manage all network hardware and equipment, including routers, switches, hubs, and UPSs.
- Provide first hand support, IT training, and troubleshooting to all office staff for IT matters
- Knowledge of WPKG deployments.
- Ensure network connectivity of all workstations.
- Administer all equipment, hardware and software upgrades.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Administer and maintain end user accounts, permissions, and access rights.
- Perform server and security audits.

- Perform system backups and recovery.
- Monitor and test network performance and provide network performance statistics and reports.
- Recommend, schedule, and perform network improvements, upgrades, and repairs.
- Develop, document, and train on hardware installation and troubleshooting procedures.

Position Requirements

Formal Education & Certification

Mandatory

- College diploma or university degree in the field of computer science with a focus on network design and administration.
- 2 years relevant work experience.
- A+ certification.

Desirable

- Holds or is working towards Microsoft MCITP certification.
- Network+, Security+, Server+ certifications.

Knowledge & Experience

Mandatory

- Working technical knowledge of network and PC operating systems, including Windows XP, Vista, Windows 7, Windows 2000/2003/2008 Server, and Linux variants.
- Working technical knowledge of current network hardware, protocols, and standards, including hardware RAID, Active Directory, TCP/IP.
- Working knowledge of Symantec Backup Exec and Enterprise Antivirus.
- Hands-on hardware troubleshooting experience.
- Able to install, support, and troubleshoot server and PC hardware components and peripherals.
- Good understanding of the organization's goals and objectives.

Desirable

- Working technical knowledge of VMware ESX Server, Cisco.
- Able to install and support Microsoft SQL Server 2003/2008.
- Able to install and support Oracle 11g.
- Knowledge of applicable Canadian and US data privacy practices and laws.

Personal Attributes

- Strong written and oral communication skills.
- Strong interpersonal skills.
- Ability to conduct research into networking issues and products as required.
- Ability to present ideas in user-friendly and non-technical language.
- Highly self motivated and directed.
- Highly positive attitude.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.
- Ability to effectively communicate directly with stakeholders.
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- Fast-paced environment with the requirement for 99.9% uptime during business hours.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Great opportunity for professional growth and learning.