



<b>Job Title:</b>	<b>Network Administrator</b>
<b>Reports to:</b>	<b>Infrastructure/DBA, Manager</b>
<b>Employees Supervised:</b>	<b>No direct reports</b>

**Position Summary:** The Network Administrator responds to management needs by analysis of problems or requests, design and implement solutions and/or new processes of computerized methods for network support, optimization, security component hardening and cybersecurity and maintain system documentation. This position will work on special projects as assigned by the Information Technology's management, such as network changes and maintenance, server maintenance, security monitoring and investigations.

**Essential Functions:**

- Supports and maintains PSCU's computer network (CISCO, Dell, IBM RISC, Microsoft Server, HyperV and UNIX) in a high-availability environment.
- Maintains MS SQL Server and Reporting Services support in a high-availability (clustered) environment.
- Supports the design, specification and configuration of network related products like: DNS, HTTP, HTTPS, IIS, FTP, PGP, TCPIP and BGP.
- Configures and supports email and web filters including DLP configurations.
- Works with security tools with a strong understanding of their processes (e.g. SIEM, Network Vulnerability Scanners, and Patch Management Systems).
- Supports the design, specification, implementation and configuration of Microsoft based products like: Active Directory, Windows Server 2012 R2 / 2016, Exchange and Windows 7 & 10 workstations.
- Supports the specification, implementation and configuration of third party applications like: Symantec Backup Exec, Veeam Backup, Scripting Language, McAfee Security Suite, McAfee ePO, SolarWinds, Websense and Ticketing Systems e.g. BMC TrackiT.
- Analyzes business cases and writes specifications and business cases.
- Evaluates corporate systems' performance in accordance with user requirements, identifies business functional requirement for existing systems, and initiates scope of work / designs for new systems integration and implementation.
- Recommends, designs and implements upgrades and/or system and network improvements.
- Acts as the primary point of contact (POC) for issue escalation and business impacts evaluation; identifies event type, POC for solution teams (as needed) and management liaison for project communications.
- Provides regularly scheduled reports to Management of the status of all projects assigned.

**Non-Essential Functions:**

- Provides technical assistance and resolution for problems.
- Assists in the development of standard operational procedures for the organization.
- Supports the Information Technology's operations staff as needed.
- Performs other duties as assigned.

**Knowledge, Qualifications and Skills:**

- **Education:** Bachelor degree with emphasis in computer science desired or equivalent technology related experience.
- **Experience:** 5 years' experience in information technology or related field required. Experience with Cisco infrastructure, CISSP, CCNA and Microsoft Certification is desirable.

- VMWare and HyperV experience is required. Experience designing and supporting enterprise' level SAN / NAS storage solutions (e.g. EMC, Dell, HPE, Nimble, Tegile). Experience supporting Cisco firewalls, routers and switches in a highly segmented network with multiple sites and failover solutions for both MPLS and MIS circuits and critical VPN tunnels.
- **Skills and Abilities:** Excellent written and oral communication skills required. Comprehensive understanding of information technology and ability to integrate changes into existing systems required.
- Ability to analyze and correlate information from monitoring agencies and problem management toolset to identify potential trends in service delivery breakdowns and determine appropriate action needed; instruct and train others desired; and read and become familiar with the Information Technology Department Support Manual and Pacific Service Credit Union Information Systems Policy Manual.
- Must be a self-starter who is able to follow projects through to completion with little supervision and meet deadlines in a fast-paced environment. Proficiency in Microsoft Office Suite is required.
- **Extra Credit Skills:** You will bring your enthusiasm, collaborative work style, inquisitive attitude, flexibility, creativity; focus on excellence, and overall "great-to-work-with" demeanor. Previous experience with a financial institution with basic knowledge of financial products and services is a plus.
- **Travel Required:** May require overnight travel.
- **Hours Required:** Exempt employee with a work schedule of Monday through Friday, generally 8 a.m. to 5 p.m., with some alternate work schedules. Hours may fluctuate moderately to accommodate business development activities. On-call rotation schedule may be required.
- **Environmental Conditions:** Work is primarily performed within a cubicle on a second floor of two-story building with elevator. Subject to standard background noise found in an office environment.

**Physical Job Requirements:** The physical demands described here are representative of those that must be met by the person in this position to successfully perform the essential functions for the position.

- **Sit, Stand, Walk:** While performing the duties of the job, the person in this position is regularly required to sit, stand, walk and move about inside the office to access file cabinets, office equipment, etc. The duties in this position will require regular travel via personal vehicle which may result in long periods of sitting.
- **Use of Hands/Fingers:** To operate a computer, computer keyboard, mouse and other office productivity machinery, such as but not limited to; a calculator, copy machine and computer printer. The person in this position is frequently required to sit and reach with hands and arms.
- **Speech/Hearing:** The person in this position frequently communicates via phone and in person. Must be able to talk to/hear clients and educate them on products and services offered at the credit union.
- **Lifting/Pulling/Carrying:** The person in this position must occasionally lift/move up to 20 lbs. and set up displays/tables at site visits.
- **Bending/Kneeling:** The person in this position occasionally moves to retrieve items for use in presentations and daily work activities.

Approved by:

Date Approved: