

IT Network Administrator

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: DOE
Employment status: Contract / Temporary

Description

An experienced IT Network Administrator with experience in the following:

Manages and maintains data networks for Community of Hope.

Manages helpdesk service to Community of Hope Staff.

Manages and maintains Microsoft Domain GPO, Print Services, File Rights and basic network services.

Leads technical projects with outside vendors as needed.

Reviews and maintains network security.

Tracks and manages lifecycle of Community of Hope IT assets such as servers, hardware and workstations.

Provides users the highest network quality of service possible with available tools.

Maintains and tests backups and IT elements of disaster recovery plan.

Serves as a liaison between staff and IT service contractor.

Identifies and escalates issues requiring urgent attention to vendors and outside support.

Logs issues and documents resolutions in the helpdesk system, department documentation and IT incidents log in a timely manner.

Maintains strong customer service skills when working with users, vendors, and other partners.

Advises IT Director of user support or technical issues for all users.

Provides proactive maintenance on servers, firewalls, switches and phones as directed.

Manages IT supplies, such as Ethernet cables, monitors, workstations, keyboards, surge protectors, etc.

Performs hardware and software installations as needed or refers to IT service contractor.

Monitors the usage of monthly pre-contracted IT service hours.

Coordinates special IT projects when assigned.

Works with HR department to develop needed IT training for staff as needed.

Maintains knowledge of current and future technologies that may be of benefit to COH or its clients.

Handles sensitive information with care and discretion to ensure confidentiality

Completes other duties as assigned*

Requirements

- must be fully vaccinated
- Ability to go onsite to work 5 days a week
- working knowledge of VMware, Azure, Active Directory, Cisco Meraki, Firewalls, and Network Printing
- Ability to travel to all 9 sites in DC
- Firewall and Switch Setup

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