MiBroadband
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Job Title: IT Network Systems Administrator
Reports To: Network Manager
Location: Harmony, MN
FLSA Status: Non-Exempt, Full-Time

Job Summary

Assists in the management of internal office networks and devices as to ensure reliable and secure network connectivity for workstations, servers, and other connected devices. Researches, recommends, and implements all improvements to network and network connected equipment. Responsible for maintaining network connectivity within the Company's network and to external connected networks. Responsible for all aspects of Cyber Security for the Company. Creates Cyber Security policies, procedures, and best practices and ensures adherence. Ensure that all employees have stable connectivity across multiple platforms and sites to be able to do their jobs efficiently and effectively. Partner with all departments and network support in providing the highest quality service to internal staff as well as help with customer issues if escalated. Ability to communicate face-to-face effectively and politely with customers.

Essential Job Functions (May include but are not limited to the following. Other duties may be assigned.)

- Windows/Apple workstations/laptops configure/repair/maintain
- Android/IOS Phones/Tablets configure/repair/maintain
- Printers/Copiers/Scanners/Credit Card Machines
- Create/maintain device usage policies
- Create/maintain device onboarding/offboarding processes and procedures and maintain hardware assets list
- Maintain Office 365/Adobe Suites/TeamViewer and other company software
- Company billing system maintenance and support
- Track/maintain software asset list/subscriptions
- Install/maintain internet software systems
- Sustain PCI compliance requirements
- Monitor/maintain VoIP systems across various offices
- Configuration changes for VoIP systems
- VLAN configuration/Network prioritization
- Create/maintain MFA usage and cyber policies
- Maintain internal Cyber Security apps or devices and provides account administration for all cyber security services
- Track and maintain list of users/accounts and auditing of permissions/access
- Maintain relationship with 3ʳᵈ party vendors and cyber security requirements
- Maintain VMWare/Windows Servers/Linux Servers/NAS storage
- Monitor/configure Network/Firewall/Switches,Apps
- Monitor system updates and upgrades
- Maintain and monitor Systems/Server Backups
- Create/maintain network diagrams
- Obtain knowledge of and promote the sale of Company products, services, and features, and educated customers on the use of equipment
- Perform other miscellaneous duties as assigned by management*

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and usually equal 5% or less of time spent. However, these tasks still constitute important performance aspects of the job.

Supervisory Responsibilities

This job doesn't have supervisory responsibilities

Knowledge, Skills and Abilities
- Ability to communicate with customers, co-workers, and various business contacts in a courteous and professional manner.
- Skill in operating various office equipment such as personal computer, various software programs, smart phone and telephone systems.
- Valid drivers license and insurable driving record history.
- Drive to learn new skills and stay current with changing technology.
- The ability to adhere to company policies and procedures.
- Ability to function effectively as a team player as well as work independently.
- Proficient knowledge in the Company's telecommunications systems pertaining to position.
- Possesses excellent organizational, analytical, and problem-solving skills.
- Ability to read, analyze, interpret, and comprehend job related documents/manuals, specialized information to effectively perform job duties.
- Ability to work with frequent interruptions.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Applies common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to communicate effectively, clearly, and concisely both verbally and in written form.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner in order to maintain good internal and external customer relations.
- Ability to think creatively to produce new concepts/ideas; looks beyond standard solutions.
- Demonstrates dependability through good attendance and adherence to schedules/policies.
- Ability to accept responsibility for conduct/actions.
- Ability to calculate figures and amounts as applicable for job duties.
- Ability to effectively present information and respond to questions in an individual or group setting.

Education and Experience Desired
To perform this job successfully, an individual must be able to perform each item under "Essential Job Functions" satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Two (2) Year Degree in Information Systems; 4+ years equivalent related experience directly with Servers/Workstations/Network configurations
- Background/certification in Cyber Security training highly preferred
- Mathematical skills
- Computer skills
- Troubleshooting skills

Physical Requirements
Seeing: Must be able to read computer screen and various reports. 75-100%
Hearing: Must be able to hear well enough to communicate with employees and business contacts. 75-100%
Standing/Walking: 75-100%
Climbing/Stooping/Kneeling: 75-100% Lifting/Pulling/Pushing - Weight: 50-74lbs, 50-74%
Sitting: 75-100%
Fingering/Grasping/Feeling: Must be able to write, type and use the phone. 75-100%

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

- While performing the duties of the job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.

- The employee is regularly required to stand and walk. The employee must occasionally lift and/or move up to 75 pounds.

- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Work Schedule

Defined by a Supervisor or Management

Other Requirements

- Proof of U.S. work eligibility
- On-going training when deemed by Management
- Valid and insurable drivers license

Note

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Key Responsibilities

Results

NETWORK ADMINISTRATION 80%

1. Windows/Apple workstations/laptops configure/repair/maintain.

2. Android/IOS Phones/Tablets configure/repair/maintain

3. Create/Maintain device usage policies

4. Create/maintain device onboarding/offboarding processes and procedures and maintain hardware assets list

5. Maintain Office 365/Adobe Suites/TeamViewer

6. Company Billing System maintenance and support

7. Track/maintain software assets list/subscriptions

8. Maintain PCI Compliance requirements

9. Monitor VoIP phone systems across various offices

10. Create/maintain MFA usage and cyber policies

11. Maintain Network Firewall/Switches/Apps

12. Coordinate System updates and upgrades

SAFETY 20%

1. Maintains a valid driver's license as well as remains in an insurable status under the company's auto carrier.

2. Maintains a clean vehicle and working environment as to ensure the safety of all employees, vendors, and customers.

3. Conforms to all safety practices on the job with tools and vehicles.

Core Values

AGILE 20%

1. Displays the ability to pivot frequently and be adaptable to what the day brings.

2. Adjusts and puts people first.

3. Adjusts to each new item with energy and determination.

DEDICATED 20%

1. Remains tenacious in the pursuit of resolutions.

2. If, at first, you don't succeed, try, try again.

3. Giving up isn't an option.

IMAGINATIVE 20%

1. Uses all the tools in the toolbox to be a creative problem solver.

2. Uses what they know from multiple areas and uses resources to develop solutions every time.

3. Investigates, is inventive, and open-minded.

DILIGENT 20%

1. Brings their best self every day.

2. Works hard and hustles to keep things moving.

3. Stays at it until a resolution is found.

INQUISITIVE 20%

1. Exhibits the need to continuously learn and grow.

2. Is open to new ideas and new ways of doing things.