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managers

JOB TITLE: Network Administrator

Reports to: IT Services Manager
Classification: Exempt
Level: Associate

Department: Information Technology
Business Unit: Operations
Location: IL

JOB SUMMARY:

Maintains, troubleshoots and supports all aspects of the Chicago office network including software, hardware and end-user training. Provides technical support to the office's end users and other remote users. Must have MAC and PC experience.

ESSENTIAL FUNCTIONS:

- Provides technical support to end users on a variety of issues by responding to telephone calls, email and personnel requests. Performs remote support and maintenance for VPN/Citrix users.
- Performs routine maintenance on servers including service packs, security patches, hot fixes, and software updates.
- Manages user and computer accounts in Active Directory for employee new hires\setups, changes, and terminations.
- Provide support for daily antivirus administration to ensure proper operation and verify that all corporate resources have the most recent definitions and updates.
- Installs and maintains standard and industry-specific application software and provides application training.
- Assists in monitoring and administrating the corporate web filtering product and provides web usage reports to Human Resources.
- Performs nightly backup process which includes preparation of tapes for off-site facilities, tape drive maintenance and software upgrades.
- Monitors event log occurrences and troubleshoots accordingly, for workstations and servers.
- Oversees the maintenance and repairs of all printers, copiers, scanners, and faxes for the Chicago Office.
- Implements all aspects of employee moves including phones, PCs, monitors, and printers.
- Supports and develops desktop standards, software compliance and asset tracking.
- Maintains up-to-date documentation of applications, systems and networking equipment.
- Participates in various migrations and upgrade projects.

KNOWLEDGE, SKILLS AND ABILITIES:

- Proficient in Windows XP Professional.
- Basic knowledge of Windows 2003 Server.
- Proficient in most off the shelf applications including Microsoft Office 2003 Suite.
- Problem-solving abilities; includes the appropriate people in the decision-making process.
- Demonstrates the ability to quickly learn new software and administrative tools.
- Prioritizes, plans and takes initiative.
- Supports Firm values and treats others with respect and consideration.
- Effectively communicates with colleagues and employees.
- Works productively in a team environment.
- Excels in a fast-paced environment while meeting deadlines and executing responsibilities with minimal errors.



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EDUCATION AND EXPERIENCE:

- Bachelor's degree in Computer Science or related field.
- One to two years of experience supporting a Windows network.
- MCP or MCSA certification a plus.
- MAC Experience required

INDEPENDENT ACTION:

Duties are performed independently. Consults with Manager for direction or when questions arise.

DIRECT REPORTS:

None.

PHYSICAL REQUIREMENTS:

- Extensive work with computers.
- Ability to lift 50 pounds for routine installation of computer monitors, CPU's and printers.
- Standing for extended periods of time.