



In keeping with our mission to deliver exceptional customer service and to be the preferred provider of communications services in the areas we serve, this position supports the company mission statement by meeting the needs and expectations of management and the employees to ensure that we can serve our customers in the most efficient and effective way possible.

This position supports the company's customer service philosophy that distinguishes us from our competition by providing local and personal service while providing a positive and productive work environment, fostering trust, maintaining the highest standards of ethical conduct, and the pursuit of continuous daily improvement.

Position Title: Network Administrator

Department: Operations / IT

Reporting Location: Everest, KS

Status: Full-time/Non-Exempt

Supervisor Title: IT Infrastructure Manager
(assigns work, gives direction and answers questions)

Evaluators: IT Infrastructure Manager
(Evaluates work of employee) Director of Operations

In-put: Management Team
Employees

Direct Reports: N/A

By: Chris McMullen Director of Operations Rainbow Telecommunications	Effective Date: Review Date: 12.19.2018
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ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 40% Maintains IT infrastructure for the purpose of ensuring it is consistently able to deliver the company's services in a timely and quality manner. Tasks may include monitoring network performance, verifying all databases, servers and application systems are backed up during designated backup periods, performing special request backup and copy operations, ensuring backup and recovery procedures are in place for disaster recovery, designing, configuring, monitoring, and maintaining all LAN and WAN hardware to ensure stable and efficient operation of all designated IT infrastructure, monitoring internal network traffic, correcting network throughput issues monitoring and maintaining the company firewall and all access methods to the network from the outside firewall, including the VPN, developing, maintaining, and implementing network support and archiving process, installing, designing, configuring, and maintaining system hardware and software, establishing, maintaining, and monitoring physical and virtual network servers and appliances, maintaining hardware and software inventory, maintaining software licenses. Plan and provide timely communication for network maintenance and outage/maintenance windows, notifying management of stoppages due to upgrades or emergency needs. Evaluates new technology to determine the benefits with respect to increased efficiency, productivity, customer service, or cost savings, maintaining confidentiality with regard to information being processed, stored, or accessed by the network, etc. Monitored by the IT Infrastructure Manager through periodic meetings, review of the systems, and consideration of feedback from Management and employees.
2. 30% Coordinates Technical support activities in a corporate environment. Supports end users by having a strong ability to communicate, interpret and/or discuss information with others, which involves terminology or concepts not familiar to non-technical people. Responsibilities also include responding to support tickets, diagnosing and repair of PC and/or VDI related hardware and software problems. Maintains and manages antivirus software, performs virus and Malware scans and remedies as needed. Maintains, and upgrades the company workstations as needed to ensure they are ready for conducting daily business this will include ordering and installing new workstations and/or migrating users to VDI. Installing new as well as troubleshooting existing hardware/software applications. Installing, monitoring, and maintaining network printers. Installing, maintaining, and providing assistance with peripheral equipment such as projectors, monitors, touch panel board TVs conferencing equipment (video and audio), presentation equipment, digital signage etc., and mobile devices such as windows, android and IOS smartphones and tablets. . Monitored by the IT Infrastructure Manager through periodic meetings, review of the systems, and consideration of feedback from Management and employees.
3. 15% Manages and maintains internal email for the purpose of ensuring the company is able to do business in a professional, timely, and efficient manner. Tasks may include establishing and maintaining user email accounts, providing email training and Outlook software support, providing email documentation and manual updates as needed, researching and troubleshooting email problems by reviewing email logs and records, etc. Monitored by the IT Infrastructure Manager through periodic meetings, review of

documentation and manuals, and consideration of feedback from Management and employees.

4. 10% Maintains network technical documentation, network diagrams and vendor contact and support information for network devices. Builds and maintains Knowledge base articles for the purpose documenting duties and/or showing users and co-workers how to utilize applications, software, peripheral equipment, etc. Monitored by the IT Infrastructure Manager through periodic meetings, review of the systems, and consideration of feedback from Management and employees.
5. 5% Manages and maintains the telecommunications system for the purpose of ensuring the company is able to do business in a professional, timely, and efficient manner. Tasks may include planning, recommending, and assisting in the design of the corporate telecommunication system, installing and maintaining telecommunications system and cabling, researching, analyzing, troubleshooting, and resolving telecommunications systems related problems, creating and modifying voice mail boxes for the internal telecommunication system, creating, modifying, and maintaining call routing and department queues in the telecommunications software, etc. Monitored by the IT Infrastructure Manager through periodic meetings and consideration of feedback from Management and employees.

Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.

ESSENTIAL RESPONSIBILITIES/JOB TASKS

RESPONSIBILITIES:

This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Also, must relate well with others since information has to be obtained and relayed to and from others. There is internal contact at all levels of the organization. Participation in strategic planning involves providing input to the process and content at least annually.

LATITUDE:

Most duties are self-directed with the performer planning and arranging tasks in order to accomplish responsibilities. Problem solving is accomplished in conjunction with the supervisor. Some decisions not effecting other departments can be made independently. All purchase requests are referred to the supervisor.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors are easily detected and could have a significant adverse effect on external relationships and result in a substantial monetary effect and liability.

CUSTOMER SERVICE/INTERACTION:

Daily phone, written, and face-to-face interaction with employees throughout the company to perform job functions.

Daily phone, written, and face-to-face interaction with vendors to perform job functions.

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

Bachelor's degree in an Information Technology related field, preferred.
Associates degree in an Information Technology related field, required.
Cisco Certified Network Associate certification (CCNA), preferred
Microsoft certifications, preferred

SKILLS:

Administrative
Technical
Human relations
Conceptual
Political
Emotional Intelligence
Decision making
Problem solving
Writing
Oral Communication
Phone
Math
Computer

EXPERIENCE:

One year installing and supporting Microsoft server systems, required.
One year computer troubleshooting, required.
One year cisco networking, required
Familiarity with Unix. preferred

LICENSE:

Valid KS driver's license and a good driving record, required.
A+ Certification, required.

EQUIPMENT:

Computer, phone, and general office equipment.

PHYSICAL:

Frequent bending, climbing, carrying, manual dexterity, visualizing of a computer screen, squatting, twisting, and turning, and lifting up to 40 pounds independently, required.

TRAINING:

Ongoing training as required by the company.

WORK CONDITIONS:

Office and field conditions.

OTHER:

Occasional travel by vehicle, required.

Occasional travel by air, required.

Occasional overnight travel, required.

Occasional on call, required.

Occasional overtime, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: