



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Network Administrator
Reports To: Infrastructure Systems Manager
FLSA Status: Salaried/Exempt
Prepared By: Human Resources
Approved By: N/A
Prepared Date: 10/2014
Last Revised Date: 03/2016

Summary:

Maintains and improves the information technology infrastructure utilized by Kalamazoo RESA. This position will also provide support to the Network Engineering team in technical matters

Essential Duties and Responsibilities:

- Troubleshoot LAN/WAN and Internet connectivity
- Respond to and manage network equipment requests
- Maintain accurate documentation
- Manage and maintain Solarwinds Network Performance Monitor
- Manage and maintain physical cable plants (fiber and copper), including installing and terminating cable
- Maintain all network hardware and equipment including, but not limited to switches, routers, UPS' and firewalls
- Respond to and resolve all Cisco VOIP move, add and change requests
- Provide network discovery and documentation services for all new and existing MiTech partners
- Maintain surveillance devices, including, but not limited to camera cleaning, re-aiming, focusing and replacement
- Manage and maintain audio visual equipment, including, but not limited to cleaning of equipment, replacing projector bulbs, installation and troubleshooting
- Create and maintain standard network configurations
- Provides networking assistance to users, including help with network connections
- Provide support to network engineers
- Regular and consistent attendance
- Other duties as assigned

Must have knowledge of and comply with the policies and procedures contained in the Kalamazoo RESA handbook

Education and/or Experience:

Bachelor's degree from four-year college or university and two to four years related experience and/or training is preferred. Experience with networking, Audio Visual maintenance, physical cable plant maintenance is necessary. Experience with Cisco infrastructure is helpful.

Certificates, License, Registration:

Microsoft and or Cisco certifications are preferred

Other Skill & Abilities:

Customer service oriented

Ability to communicate effectively including listening

Works in a team oriented fashion

Ability to efficiently troubleshoot computer and software issues

Strong ability to problem solve

Displays willingness to support and make decisions with sound judgment in timely manner

Ability to read, analyze and interpret data

Ability to write reports, correspondence, create thorough documentation and procedures

Adapts to frequent changes in the work environment

Practices safe work habits

Uses equipment and material properly

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to reach with arms and hands, stand, walk and sit. The employee must frequently lift and/or move up to ten pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The noise level in the work environment is usually quiet.

The employee shall remain free of any alcohol or nonprescribed controlled substance in the workplace throughout his/her employment in the District.