

Infrastructure Administrator

Job Summary

The Infrastructure Administrator assists with provisioning, maintaining, monitoring, and supporting computer / storage platforms and network platforms. This role assists with each platform (hardware equipment & operating system software) to ensure all infrastructure deployments and modifications adhere to policies and procedures. This individual assists in a root cause analysis on problems as appropriate.

This position assists with technical research and applying emerging technologies for the network environment and distribute environment.

Responsibilities

- Network Platform
 - Support and maintain LAN/WAN hardware, VPN connectivity, and other network software products
 - Support and maintain all network devices throughout the infrastructure including switches, routers, wireless devices, load balancing, and firewalls
 - Maintain and monitor network stability, network configurations, and cabling layouts
 - Research and evaluate LAN/WAN hardware and networking solutions
 - Support and maintain network security utilizing firewalls, ACLs, and other security technologies
 - Modify network documentation that includes physical and logical designs, version management, IP schemas, and firewall rules
- Compute / Storage Platform
 - Support and maintain data protection system and recovery systems
 - Support and maintain disaster recovery replication and business data replication
 - Ensure successful backup and recovery process, including both current application data as well as all historical data for audit, legal and government requirements
 - Monitor, maintain, and support the virtualization environment based on leading enterprise technology guidelines
 - Research and evaluate emerging technologies and new processes for compute and storage platforms
 - Setup, configure, and perform administration of all corporate storage and backup infrastructure
 - Report data capacity through appropriate data tiers and usage

Responsibilities Cont.

- OS Platform
 - Troubleshoot any operating system issues, IT Systems applications issues, or third party applications issues
 - Deploy, monitor, maintain, upgrade, and support server operating systems such as Linux and Microsoft
- Security
 - Research and evaluate security solutions and products that comply with all applicable security policies and standards
 - Analyze and report improvements to network, system, and application architectures
 - Review the network, computer, and storage environments through logs, trends, and security risks to the business
 - Assist in the review and update of information security policies, architectures, and standards
 - Assist in responding to audits, penetration tests, and vulnerability assessments
- Other
 - Keep current with the latest technologies
 - Demonstrate advanced knowledge of patching and configuration management
 - Demonstrate advanced knowledge of server and application security
 - Responsible for learning network platforms, compute / storage platforms, operating systems, and security requirements sharing the knowledge to appropriate team members
 - Research technical solutions to enhance productivity
 - Assist with projects or related enhancement work
 - Assist and develop runbooks for Disaster Recovery and enhance Business Continuity through the annual test
 - Produce basic documentation in a clear, concise manner, adhering to standards
 - Share knowledge effectively across multiple IT Teams and IT Management
 - Perform other duties as assigned

Qualifications

- Bachelor's Degree in Computer Science or Information Technology, or Associate Degree in Computer Science or Information Technology with equivalent of 2-4 year's practical experience
- Preferred Experience: Minimum 4 years' practical experience

Qualifications Cont.

- IT industry designation preferred in most, if not all, of the following:
 - MTA: Microsoft Technology Associate
 - WCNA: Wireshark Certified Network Analyst
 - CCENT: Cisco Certified Entry Networking Technician
- Advanced technical knowledge of using and administering Active Directory
- Advanced technical knowledge on operating systems such as Linux and Microsoft
- Technical experience with virtual environments such as Microsoft Hyper-V or VMWare ESXi
- Technical experience with SAN / NAS storage management and capacity planning
- Technical experience with LAN / WAN technologies
- Technical experience with TCP/IP networks, protocols, and principles/concepts including wireless infrastructure
- Technical experience of Cisco Platforms (Switches, Routers, Firewalls, Wireless, Load Balancers, CUCM, Presence Server, Voice Gateways, SIP/DID Trunks)
- Technical experience in automation and scripting strongly preferred
- Technical understanding of project management principles
- Familiar with applicable data privacy practices and laws
- Willingness to learn, positive service attitude
- Ability to work in a high demand work environment
- Excellent interpersonal, written and oral communication skills
- Highly self-motivated, directed with keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Exceptional customer service orientation
- Extensive experience working in a team-oriented, collaborative environment

Additional Requirements

- Must be available, if required, on a 24-hour on-call basis
- Some travel may be required



Career Track: Engineering & Operations

Job Family: IT Infrastructure

Job Level: Infrastructure Administrator – Level 2

Technology: Network Platform, Compute / Storage Platform, OS Platform

*College or university must be sufficiently accredited and listed in the U.S. Department of Education Accreditation Directory.

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