

Title: Network & System Administrator

Department: IT – Chicago Campus

Reports to: Senior Vice President, Operations

FLSA Status: Full Time, Exempt, Salaried

Salary: Commensurate with experience and credentials

Position Function

This position is responsible for providing systems configuration and maintenance and front-end technical support at Flashpoint Chicago in addition to remote systems support for our LA campus. The Network & Systems Administrator is responsible for administration and maintenance of the institution's servers and network appliances as well as provide desktop and user support to ensure high levels of support and satisfaction.

Major Responsibilities/Essential Job Functions

- Server Administration including Windows Server 2012, Windows Server 2008, Ubuntu Linux (LAMP), Active Directory, OS X Server.
- Design and implement clustered hypervisors and Windows operating systems, making use of MS Cluster Server and Active Directory Services.
- Manage, Operate, and troubleshoot Cisco switches, routers, wireless LAN controller, and other network devices
- Administer and support of network security systems (Palo Alto, SonicWall).
- Monitor and utilize SolarWind Applications -The monitoring and management system alert and respond accordingly through service tickets.
- Work with administration, faculty, staff, and students to assess and respond to the IT support needs of the organization.
- Lab and classroom maintenance and remote management. This includes software and hardware updates/installation and imaging using Mac Server System Image Utility.
- Configure and maintain staff and faculty desktops and laptops running MacOS and Windows 10.
- Resolve/troubleshoot network and stand-alone printer issues. Work with contracted maintenance provider for service of units when needed.
- Office 365 Tenant administration (Licensing , Azure, ADFS, Active Directory Premium).
- Office 365 monitoring service health and management of service requests.
- Perform and implement redundancy strategies and disaster recovery contingency planning to ensure the highest levels of systems and infrastructure availability (HP storage, AWS Glacier, and Veeam).

- Explore and analyze new technologies for use at Flashpoint Chicago. Make recommendations to the SVP of Operations.
- Support and maintain various audio/visual systems throughout the College including A/V switching systems and projectors.
- Providing first line and advanced desktop support.
- Set-up technology systems for guest and prospective student tours.
- Attend College events where IT technology assistance is necessary. These events may include nights and weekends.
- Works on other projects as assigned by the SVP of Operations.
- Responsible for lifting, pushing, and pulling information technology equipment up to 50 pounds.

Qualifications

- Bachelor degree in Information Technology (or related) recommended
- 3+ years of hands on experience in a network & systems admin role
- Excellent interpersonal skills and professional manner
- Strong written and verbal communication skills
- Able to work evenings and weekends as required
- High degree of proficiency with MacOS, Windows, and MS Office
- Ability to understand complex systems quickly

Application Requirement

Email the following to: hr@columbiacollege.edu

- Cover Letter
- Resume or CV
- Salary Requirements