

**LAND OF LINCOLN CREDIT UNION
JOB DESCRIPTION**

DATE: December 2018

JOB TITLE: Information Technology Specialist / Network Administrator

JOB LEVEL: Staff

LOCATION: Oakland Branch

REPORTS TO: Chief Information Officer

SUPERVISES: N/A

PURPOSE: Under the direction of the Chief Information Officer, but in accordance with established policies and procedures, the Network Administrator role is to plan, organize, and execute a stable operation of the organization's IT infrastructure. This includes developing, maintaining, supporting, and optimizing key functional areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems. The Network Administrator will also schedule and direct activities to resolve hardware and software problems in a timely and accurate fashion.

JOB FUNCTIONS/ACTIVITIES

A. RESPONSIBILITIES

- Responsible for the administration of the IT infrastructure and its associated software.
- Responsible of providing tactical vision and proper design ensuring the credit union's network and infrastructure is properly, configured to support growth in member capacity and can evolve to meet changing business requirements.
- Ensure the credit union's infrastructure meets acceptable uptime, performance, and capacity requirements.
- Develop and deploy methodologies for testing network performance and providing performance statistics and reports.
- Ensure optimal operation of all network hardware and equipment, including routers, switches, UPS, firewalls, and network monitoring systems.
- Identify possible reduction in expenses as they relate to the overall IT infrastructure
- Use monitoring system to help track network traffic and improve uptime to accomplish the organizational goals of uptime.
- Assist in the disaster recovery testing, remediation, and risk management of network infrastructure.
- Assist with the planning and deployment of infrastructure security measures.
- Maintain hardware and networking systems located at the branches.
- Maintain hardware and networking systems located at the data centers.
- Help maintain backup systems and storage.
- Proficient in virtualization technologies and ability to architect solutions maximizing its benefit.

B. REQUIREMENTS

Knowledge

- Extensive knowledge in Cisco switch and routing technology, VOIP technology, and file compression technology. The individual should also have extensive knowledge of current protocols and standards such as databases, Microsoft OS, TCP, VOIP, HTTP and SQL
- Knowledge of programming languages, including .NET, Cache, and HTML
- Strong knowledge of software evaluation principles and practices
- Knowledge of applicable data privacy practices and laws
- Proven project planning experience

Skills

- Exceptional analytical, conceptual, and problem-solving abilities
- Excellent architecture and technical documentation skills
- Strong interpersonal and consultative skills
- Ability to conduct research into emerging technologies and trends, standards, and products as required.
- Ability to present ideas in user-friendly language.
- Ability to work well in a team-oriented, collaborative environment

Personal Attributes

- Possess integrity and high moral responsibility.
- Have excellent project-management skills, be detail-oriented and a self-starter who gets the job done with minimal supervision.
- Analytical ability, with the incisiveness to ask discerning questions and exercise independent judgment.
- Positive attitude and approach. Be able to recognize and deal with different personalities in a positive manner.
- Team player; values working with other department employees; open to input and constructive criticism from others; values appropriate feedback and guidance at all levels.
- Effective communication and listening skills; can comfortably deal with people at all levels; possesses above-average written communication skills.
- Strong time-management skills; handles pressure/deadlines well; can effectively work on multiple projects simultaneously and still meet individual project deadlines.
- Works well with management, staff, and members to achieve objectives.
- Understands organization's goals and objectives
- Fast learner with dedication to ongoing self-improvement.

Education / Experience

- The individual should possess a 4-year college degree in the field of Computer Science, or comparable experience in a related field. Certifications in Microsoft, Virtualization, Information Security, Storage Systems and Networking technologies is a plus.
- Minimum of 5 years work experience in the computer science/information technology field
- Experience in developing strategic systems architecture
- Hands-on experience with business requirements gathering/analysis.
- Experience in systems and network design and development.
- Proven project planning and management experience.

C. WORK CONDITIONS

- Available off hours for maintenance windows and on-call contact
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components