k.p.d insurance, Inc.
Job Description

Job Title:	Network Administrator
Department:	Information Services
Reports To:	Director of Information Services
FLSA Status:	Exempt
Date:	February 2019

JOB SUMMARY

Responsible to ensure that k.p.d.'s technology infrastructure runs smoothly and efficiently. Maintain reliable, secure and efficient data communications network. Able to deploy, configure, maintain and monitor all network equipment and software. Required to be resourceful and able to diagnose and resolve problems quickly. Provide prompt, courteous and professional communication with customers, vendors, account managers, sales executives and other k.p.d. personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following functions are to be performed in accordance with the agency policies and procedures and with the highest degree of ethical standards and confidentiality

- Fully support, configure, maintain and upgrade corporate network and in house servers
- Install and integrate new server hardware and applications and ensure updates occur.
- Support and administer third-party applications
- Ensure network security, connectivity and efficiencies of IT infrastructure.
- Monitor network performance (availability, utilization, throughput, and latency) and test for weaknesses
- Specify system requirements and design solutions
- Research and make recommendations on server system administration
- Performs daily network troubleshooting to isolate and diagnose common network and workstation problems
- Monitor system performance and troubleshooting issue and outages
- Install and configure software and hardware
- Manage network servers and technology tools
- Monitor performance and maintain systems according to requirements
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Create, define and document network policies and procedures
- Set up user accounts, permissions, passwords and workstations
- Resolve problems reported by end user
- Develop expertise to train staff on new technologies

- Build and create internal wiki with technical documentation, manuals and IT policies
- Other duties may be assigned.

SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Proven experience in a Network Administrator or System Administrator role
- Direct experience in networking, routing and switching
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure
- Ability to set up and configure server hardware
- Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery and methodologies
- Familiarity with various operating systems and platforms
- Great at organizing, prioritizing and multitasking
- Resourcefulness and problem-solving aptitude
- Excellent communication skills

EDUCATION / EXPERIENCE

Two year college associates in networking or Four year bachelors' computer Science and two to four years related experience.

- Experience with databases, networks (LAN, WAN) and patch management
- Experience with firewalls, Internet VPN's remote implementation, troubleshooting, and problem resolution is desired
- BS/BA in Information Technology, Computer Science or a related discipline

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, and technical procedures.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from Directors, users, vendors, and the general public.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- Professional certification(s) preferred.

ESSENTIAL PHYSICAL FUNCTIONS

While performing the duties of this job, the employee is regularly required to

stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit, climb or balance, and taste or smell. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 100 pounds.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Duties are performed in a fast paced office environment.
- Travels by automobile in varying weather conditions. Physical hazard from traffic may be present.
- While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Disclaimer: This job description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualification required of employees assigned to this job.