

CONSUMER PORTFOLIO SERVICES

Job Description

Job Title: Network Administrator
Department: IT & Telecom
Reports To: IT Supervisor
FLSA Status: Non-Exempt
Prepared Date: 06/2017

SUMMARY

Provide network administration, technical support and quality assurance relating to IT and Telecommunications infrastructure.

ESSENTIAL DUTIES AND RESPONSIBILITIES

In addition to the expectation that you adhere to your department's attendance policy, duties include but are not limited to the following:

IT Responsibilities

1. Active Directory updates
2. Assist with network troubleshooting: Windows network/Citrix /AT&T /Cisco/Avaya
3. Citrix environment: Develop desktop pool images, monitor health and verify each servers availability daily
4. Create/update posts in dept knowledgebase on intranet
5. Veeam backup job monitoring/verification
6. Malwarebytes/Cylance – Assure all servers and workstations are protected and up-to-date
7. Microsoft Office 365: Manage email accounts and mailbox permissions, assign licensing
8. Monitor web filtering activity, report abuse. Adjust filter rules as needed
9. Printer setup and configuration – to include print servers
10. Printer troubleshooting – Call A Laser for repairs when necessary
11. Respond to IT help desk requests and/or employee phone calls, document resolution
12. VMware: Create VMs as needed, monitor health of ESXi hosts and guest VMs
13. Windows servers: Monitor health, conduct hardware and software upgrades as needed – call on alarm condition
14. Workstations: Conduct hardware and software upgrades/PC setup and installs – to include imaging
15. XenServer: Create virtual desktops as needed, apply updates and monitor performance
16. Maintain personal workload documentation via the Active Projects & To-Do List on the company Intranet
17. Additional responsibilities may be assigned by the IT SUPERVISOR/IT MANAGER or VP of SYSTEMS on an as needed basis

NO SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Familiarity with a variety of the IT and Telecom concepts, practices, and procedures is required. May require Cisco CCNA Certification and 1-2 years of experience in the field or in a related area.

LANGUAGE SKILLS

Ability to communicate effectively in an understandable manner. Ability to read and comprehend simple instructions, short correspondence, and memos and take direction. Ability to write simple correspondence. Ability to effectively present information to staff and management and communicate effectively with all levels of staff.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, interest and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

MISCELLANEOUS SKILLS

This job description is intended to describe the general nature and level of work to be performed. It is not to be construed as a complete list of all responsibilities, duties and skills required for the position.