



CingleNET is an Equal Opportunity Employer

Description

Network Administrator/Engineer I. This position reports to the Operations Manager.

Specific job requirements are:

- Providing client/server network support to the CingleNET customer base as directed by the Operations Manager, with support including but not limited to Novell, Unix, W200x Server, Terminal Server, Exchange Server, Windows NT, 2000, XP, and 7 platforms.
- Administration of Domains, Active Directory, and Exchange Server.
- Administration of Microsoft Outlook and Microsoft Office suite products.
- Performing troubleshooting and research as necessary to resolve problems associated with any network protocol issues, hardware and/or software issues that might arise, including issues with office specific hardware and software applications.
- Remote access administration including Virtual Private Network (VPN) and dial-up applications such as PC Anywhere and Remote Desktop. Utilization of Terminal Services.
- Providing Tape Backup and Remote Backup data administration and general knowledge and skill in disaster recovery and data security strategies.
- Assisting with day-to-day customer workstations, servers, and network with general desktop application and hardware support.
- Using networking skills to keep all customer network architectures / configurations / and baselines in working order.
- Providing assistance in troubleshooting networking/workstation/server problems which occur within customer facilities.
- Establishing a professional working relationship with customers.
- Assisting as necessary with resolving customer support / maintenance needs, requirements, and other network requests.
- Submitting recommendations for review / approval / and implementation of procedures / guidelines / standards / etc. for network systems installation planning, execution, and implementation.
- Assisting with wiring pulls / drops as-required for existing or new customer installations.
- Assisting with software and hardware upgrades, installations and technology forward planning.

Location

Main Office in Madison, AL. Work locations in North Alabama, Southern Tennessee

Education, Citizenship, Training, Experience

Bachelor's Degree in Computer Information Systems (CIS), Management Information Systems (MIS) or equivalent Associates Degree and 10+ years of hands-on experience.

The selected employee will have 3-6 years progressive network administration/engineering hands-on experience.

United States citizenship required.

The selected employee must show progressive training to keep current with certifications and technology advancements and must possess a detailed working knowledge of: Windows NT, XP, 2000, 7 and Windows 200x Server; Domain/Active Directory/Exchange Server setup and maintenance.

Physical Requirements

The selected employee will be working at a computer or desk (Considerations: sitting, eyes, hands) most of the time at customer sites (see Work Environment below) which may involve long periods of sitting or standing depending on current tasking.

Work Environment

The selected employee will work in at business desk (10%) and mobile desk customer site (90%) environment providing network workstation, laptop, server, LAN and WAN installation, test, administration and troubleshooting support to customers involving: Microsoft Windows Operating System, Microsoft Office Suite, LAN/WAN, switch, router, peripheral device and 3rd party hardware and software support and general office software application support. Selected employee will be required to use personal vehicle for traveling to customer sites in North Alabama and Southern Tennessee without limiting factors.

Equipment, Machines

All Information Technology equipment expected to be associated with service, maintenance, installation, and setup of IT networks and architecture.

Work Hours

Monday thru Friday, 8:00-5:00, on-call rotation nights and weekends (see Miscellaneous Job Requirements below)

Miscellaneous

- Provides daily email status reports to team and posts timesheets daily to company FTP site per company process.
- Every other weekend and every other night on-call schedule and required to leave company-issued cell phone on in case of customer need while on-call at Operations Manager discretion.
- Must use own vehicle to travel to each client site in north Alabama and southern Tennessee regions. CingleNET will reimburse job related fuel expenses, provide general vehicle oil/filter maintenance every 3000 miles, and will provide for new set of tires once per year not to exceed \$500.