

POSITION DESCRIPTION

CLEARFIELD, INC.

POSITION TITLE: Network Server Administrator/Cloud Engineer

POSITION OBJECTIVE:

The Network Server Administrator role is responsible for partnering with the current Administrator to provide technical support to all users by supporting Virtual Servers, internal Fiber Network, PCs, Printers, Business applications, Peripherals/Mobile devices, network devices, and VoIP telephone systems to ensure availability and usability for Clearfield staff. This role will manage PC/Software deployment via GPO/PDQ and will maintain the network infrastructure, servers, and security. In addition, this role will be the level II support, working with the IT Help Desk to resolve outstanding technical issues. This role will be expected to recommend and deliver system enhancements and upgrades to optimize business applications along with the on-premises infrastructure both co-located and at our company locations. This role will also be expected to recommend and delivery a plan for our journey to the Cloud.

POSITION RESPONSIBILITIES:

1. Support and maintain servers, telecommunication, and business applications
 - Maintain and support onsite and offsite corporate infrastructure
 - Manage and support network routers, switches, wireless access points, and firewalls
 - Maintain and support the Microsoft 365 platform – supporting the move to Azure
 - Configure and support DFS, Domain cluster, Active Directory, Group Policies, and WSUS
 - Maintain PC Security policies across our landscape
 - Configure and support VoIP telephone system, IM, and Web conference (Zoom/Teams)
 - Maintain and support server backups (Veeam)
 - Maintain and support GPON Fiber Optic network
 - Administer Building Security Maintenance, Building Access, and Security Camera Surveillance
2. Provide technical support to local and remote employees to ensure reliable use of business systems
 - Oversee help desk escalation processes
 - Troubleshoot and resolve PC/VM Server software and hardware issues for local and remote employees
 - Manage, maintain, and deploy custom build and configured PC images using WDS, MDT, and AIK along with custom scripts
 - Remotely deploy and maintain corporate software
 - Deploy, upgrade, and support mobile devices
 - Manage and administer copiers, printers, and fax machines
 - Maintain an up-to-date hardware and software inventory
 - Provide routine support for business applications (ability to troubleshoot ERP, CRM, and O365)
 - Create and Setup new VM servers and LUNs for new test or production environments
 - Assist in recruiting and training new IT department resources
3. Create documentation and provide training
 - Document application how-to and problem resolution to improve future interventions
 - Identify and deliver end user training to increase user efficiency on IT related software and hardware
 - Maintain system documentation, logs, and work instructions
 - Support IT SOX auditing efforts

POSITION REQUIREMENTS:

- Excellent customer service, written and verbal communication skills
- 5+ years' experience administering corporate networks and help desk technologies:
 - Working knowledge of Microsoft 365/Azure Platform (or other cloud environments)

- Active Directory, Group policy and WSUS
- PC deployment via Microsoft tools WDS, MDT, and AIK
- Working knowledge of enterprise software mass deployment
- Working knowledge of switching/routing, wireless access points, and firewalls (TCP/IP, DNS, DHCP, VPN, Zhone, ONTs, Fiber) – preferably Cisco, Aruba and Watchguard
- Working knowledge of VoIP systems, preferably Mitel/ShoreTel
- MS Exchange server knowledge and experience, preferably Exchange 2016
- Microsoft Windows 10
- Knowledge and understanding of Backup software, preferably Veeam
- Prefer AutoCAD or CREO 4.0 support experience
- Microsoft Windows Server 2012 R2, 2016, 2019
- Microsoft O365
- Knowledge and experience in Powershell Scripting
- Knowledge and experience maintaining enterprise antivirus, preferable Trend Micro
- Knowledge and understanding of virtual server technology, preferably VMware
- Preferred experience: SharePoint, Dynamics GP, Microsoft CRM, VMWare, RDS
- Continued learning and willingness to take on Projects out of above listed scope
- Some required after-hours & 24/7 on-call support

September 2021