

Job Description

COMPANY: Newport Utilities

DATE PREPARED: 12/12/2020

JOB TITLE: Information Technology Assistant Administrator/Junior Network Engineer

REPORTS TO: Vice President, Operations and Technology

PURPOSE OF THE JOB (Why is the job performed?):

The role of Information Technology Assistant Administrator/Junior Network Engineer is to support the IT Administrator, management, customers, and employees by providing technical information and assistance relating to the implementation and maintenance of NU's personal computers, data networks, telephone systems, radio communications and other electronic systems and to assist the Network Engineer maintain NUconnect's broadband network.

ESSENTIAL JOB DUTIES:

1. Maintain computer systems, specifically in Windows PCs in Windows operating environment, from servers to security programs including but not limited
 - a. networking of machines,
 - b. configuring hardware and installing software,
 - c. troubleshooting both hardware and software problems.
2. Maintain and monitor performance of corporate antivirus, organizational backups, and proper firewall protections.
3. Maintain and operate Android, iOS and Linux operating systems on computers, laptops, tablets and cell phones.
4. Maintain network and customer information system tools and processes.
5. Setup and monitor network protocols included but not limited to routing, Vlan, trunking and GPON.
6. Setup, monitor and maintain VOIP and PBX phone systems.
7. Develop specifications for the purchase of information technology equipment and/or software, as well as radio communications and telecommunication equipment.
8. Deliver, configure, install, and test equipment and/or software at various NU locations.
9. Work closely with the IT Administrator to determine users' IT needs and take necessary action to identify solutions to meet those needs.
10. Work closely with vendors in coordinating work with involved departments when installing, repairing, and maintaining IT assets and resources.
11. Maintain and protect all NU equipment and property in a responsible manner.
12. Test, analyze and troubleshoot systems/equipment failures determining the cause of failure and coordinating repairs with affected Departments and employees.
13. Contribute to development of implementation plans for projects that include or impact IT assets or resources, and as requested/directed.
14. Respond to inquiries from vendors and fellow employees in a timely manner.

15. Maintain parts inventory for repairs/replacements.
16. Maintain accurate records as required by the Local/State/Federal Laws and Regulations and NU Policy/Procedure.
17. Receive, inspect, and verify new equipment/software upon delivery.
18. Exercise discretion while working with confidential data and information.
19. Maintain external relationships with vendors and service providers.
20. Comply with safety regulations and requirements.
21. Comply with corporate guidelines on business ethics.
22. Subject to on call work after hours and on weekends for critical repairs.
23. Subject to working overtime on short notice.

KNOWLEDGE, SKILLS & ABILITIES:

1. Ability to operate and maintain Microsoft's business operating systems and technologies, including but not limited to:
 - a. Windows 7, 8 and 10
 - b. Windows Server 2008 and 2012, 2016
 - c. Microsoft Active Directory, DNS and DHCP protocols.
 - d. Microsoft Office 2013 (Word, Excel, Outlook, Access, Visio)
 - e. Linux
2. Comprehensive understanding of network architecture and client/server technology.
3. Experience as a Systems Administrator, Network Administrator or similar role.
4. Experience with Databases, networks (LAN, WAN) and patch management.
5. Experience in Telecommunications and Internet Technologies
6. Working knowledge of VMware Virtualization platforms and implementations.
7. Working Knowledge of RF principles including, but not limited to: WiFi, PTP, PTMP wireless systems and cellular networks
8. Working knowledge of 2-way radio implementation, design and functionality.
9. Working knowledge of Network attach storage and SAN technologies
10. Ability to communicate technical concepts to technical and non-technical audiences.
11. Must possess effective teamwork and interpersonal skills and be able to work effectively with all levels of employees while inspiring respect and credibility.
12. Must be self-motivated and self-directed.
13. Must possess good organizational and multi-tasking skills.
14. Independent judgment is required to plan, prioritize, and organize diversified workload.
15. Possess analytical and problem solving skills.
16. Aptitude for learning new technologies.

EDUCATION, EXPERIENCE, DEGREES, CERTIFICATES, OR LICENSES REQUIRED:

1. B.S. degree in computer science or a related field preferred.
2. A.S. degree in computer science or related field or the equivalent combinations of training and experience required.

3. A+ Certification preferred.
4. VMware Administration certification preferred.
5. Hands-On experience configuring routers and layer 2/3 switches.
6. Hands-On experience creating VLAN's.
7. Must have and maintain a valid Tennessee Drivers License.