

Job Posting Network Administrator

Location: 1010 Technology Center, Alpena, MI

Reports to: V.P. of Technology

1010 Technology Center is a Managed Services Provider located in Alpena, Michigan. We provide technology support and services to our customers throughout the United States both remotely and onsite. The position will provide exposure to multiple technologies and possible opportunities for advancement as we continue to grow our company.

Responsibilities: The Network Administrator is responsible for the administration of technology required to support 1010 Technology Center and our Customers. Specific areas of responsibility are defined below but may be subject to change to support customer needs.

- Monitor helpdesk requests from customers and resolve in a timely manner remotely or on-site if necessary.
- Manage and perform the deployment, maintenance, upgrade, and ongoing support of all information technology systems including Active Directory, Office 365, Hyper-V, VoIP, and other applications as necessary.
- Install and configure software, workstations, printers, servers, network cabling, firewalls, and other network devices.
- Maintain off-site and on-site server backup systems.
- Determine hardware and software upgrades that are needed and perform upgrades and testing as required. Assist with requisition of supplies needed to complete upgrades.
- Provide VoIP phone system support to customers and assist with new installations.
- Travel to customer sites and provide support. Some travel will require flying to other states.

Education and Requirements

- Bachelor's degree in Computer Science or Equivalent Experience.
- Proficient with Windows Server and PC Operating systems, Microsoft Active Directory, Networking (DHCP, DNS, LAN, and WAN), and Hyper-V.
- Experience with Microsoft Exchange Server and Office 365.
- VoIP system administration
- Ability to work on multiple projects simultaneously.
- Must work well independently and in a team environment.
- Strong interpersonal, written, and verbal communication skills.
- Detail oriented with excellent time and work management skills.
- Travel to customer sites will be required on a regular basis.
- Network Firewall Administration
- Must be available after-hours and weekends for customer support and projects when required.

Beneficial Experience:

- Microsoft, Cisco Certifications
- FortiGate Firewall Knowledge

Interested candidates should submit a resume and cover letter explaining relevant experience to
Ashley Dahl at adahl@panel.com