

Senior Network Administrator

This position installs, manages, and monitors all IT infrastructure components for the Cranbrook Educational Community (CEC). The Senior Network Administrator provides high-level support to users throughout the CEC, by managing the effective operation of systems, providing elevated support for the Help Desk, functioning as a technology mentor, and by completing assigned projects as needed. This position requires an individual who applies advanced in-depth knowledge of technical concepts, practices, and procedures. This position also requires a strong degree of technical acumen and flexibility due to the diverse needs of the CEC. These needs often translate into technical solutions that must be researched, assessed, implemented, and supported by the IT team. This position demands confidentiality, discretion, and an eye toward overall privacy and security for the CEC's various constituencies.

Responsibilities include:

Installation and administration of all systems and servers. This includes all existing and planned future platforms (e.g., Azure AD, M365, Windows, Cisco IOS, Red Hat, Ubuntu, and other platforms). Performs full-spectrum network administration, including (but not limited to): addition, deletion and maintenance of user accounts, allocation of available network resources, addition, deletion and configuration of network printers/objects, storage management, back-up strategies, and maintaining currency and integrity of all applicable systems. Monitors network, server, and cloud activities and initiates any necessary corrective actions. Performs application troubleshooting, support, and upgrades. Performs support of the ERP and SIS systems. Performs hardware configurations (including, but not limited to LANs, WLANs, Door Access, Video Surveillance, etc.). Maintains currency with respect to emerging technologies. Recommends and documents technical solutions. Mentors junior team members and serves as a "go-to" person for same. Solves escalated support calls from the Help Desk in a timely fashion. Operates and ensures the integrity of the backup systems, including periodic testing of the file recovery process and adherence to the disaster recovery and business continuity plans. Is expected to operate as part of a team but can take the lead on individual issues/projects when required. Performs all aspects of e-mail administration, including account maintenance, mail routing, spam phishing filtering and security. Manages network security policies under the direction of the IT Director. Performs firewall installation, upgrade, and policy changes as required to maintain security at high levels under the direction of the IT Director. Manages DNS server and maintains DNS records for the Cranbrook community including domain registrations and renewals, sub-domain add/change/delete operations, and manages subscription renewals. Manages and monitors anti-virus and web filtering servers, ensuring correct operation and configuration adherence to policy. Configuration, management, and maintenance of layer 2 and 3 switches. Performs administration of telephone and voicemail systems. Performs wiring and cabling verification and repairs cabling where necessary. Participates in an on-call rotation with other members of the team.

Requirements:

Skilled in the administration of various systems including Windows 2016/2019, Azure Active Directory, various Linux distributions. Skilled in Microsoft Teams, SharePoint, OneDrive, Stream, and other M365 offerings. Skilled in the management of a Hybrid M365 environment. Capable of adding, configuring, and removing directory users, groups, printers, and other related objects. Skilled in virtual machine management, including Hyper-V and VMware. Skilled in Windows Failover Cluster management and Storage Spaces Direct. Skilled in email (Exchange/Exchange Online) management. Skilled in using PowerShell for administrative tasks. Skilled in email gateway spam/phishing/malware content management. Skilled in web content filtering (Cisco Umbrella). Skilled in installing, troubleshooting, upgrading, and supporting application and database software. Skilled in system backup and/or retention policy management (Microsoft Azure Backup). Skilled in firewall configuration and policy management and administration. Skilled in DHCP, DNS, administration. Skilled in system security and PKI certificate management. Skilled in LAN and WLAN configuration and troubleshooting including

initial setup, VLAN configuration, TCP/IP sub-netting, and routing fundamentals, switch configuration, enterprise wireless infrastructure, and identity service configurations. The position anticipates a bachelor's degree and 5 to 7 years of technical experience, or equivalent educational and technical experience combined. It will be necessary to expend extra effort to maintain and build a high level of technical currency. Requires a valid Michigan driver's license with satisfactory driving record.