

Senior Network Administrator

Founded by Detroit philanthropists George and Ellen Booth in 1904, the Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website:

www.cranbrook.edu.

The **Senior Network Administrator** will design, recommend, upgrade, implement, and support LAN/WAN solutions while using best practices and staying in accordance with strict networking guidelines. Primary responsibilities include maintaining stable operations of enterprise network infrastructure. Our ideal candidate has a strong technical background combined with excellent customer service experience. Strong problem-solving skills with an ability to resolve issues in a calm, confident, and time-sensitive manner is essential to this position. The position requires the ability to work flexible hours as projects and emergencies dictate. On-call cell phone availability and off-hours on-call is also required.

Responsibilities include, but are not limited to:

- Router, switch, firewall, wireless, VPN, and circuit support
- Provides analysis of network capacity and health
- Performs timely response and technical support to all incidents, requests, outages, and alerts
- Monitors network systems and provides detailed reports
- Assists with reviewing event logs of network devices
- Diagnoses and resolves basic system and connectivity problems
- Assists in the implementation of new software and hardware systems
- Ensures appropriate mechanisms are in place to protect network connections and servers
- Assesses disaster situations, threats, and risks and identifies primary areas of vulnerability
- Assists in the development of network recovery and relocation plans, as well as replacement options
- Assists personnel within the department to increase understanding of system operations and effectively integrate new technology
- Provides suggestions for improvement and updates to the written disaster recovery plan as necessary
- Provides suggestions in the development of IT strategies and policies
- Ensures all internal and client circuits are operational and performing well within threshold
- Implements networking best practices and standards throughout the infrastructure
- Plans and recommends designs that could improve the existing network environment
- Creates documentation of client environments (to include Visio diagrams)
- Completes daily tasks with a security-first mindset
- Recommends, schedules, and performs network improvements, upgrades, and repairs
- Researches recovery methods and recommends appropriate solutions for network recovery in the event of a failure
- Obtains and conveys information as needed
- Ensures that new systems support Cranbrook Educational Community needs

- Participates in an on-call rotation to provide support for network-related issues
- Assumes responsibility for related duties and performs miscellaneous projects as required or assigned
- Maintains attendance, punctuality, and performance standards set forth in Cranbrook's employee handbook
- Maintains professional appearance and dress, to inspire end-user and contractor confidence and cooperation
- Works with a high standard of precision, trust, security, and accuracy

Requirements:

- Associates degree in information technology or related field or an equivalent combination of education, training, and experience
- CCNA or CCNP certifications preferred
- Knowledge of Cisco proprietary and open industry standard network protocols and experience implementing them in an enterprise network
- 3+ years of hands-on experience in managing complex LAN/WAN networks
- 3+ years of experience installing, configuring, upgrading, and supporting routers, switches, firewalls, wireless, and VOIP
- 3+ years of experience with Cisco network technologies
- Previous experience maintaining/utilizing Cisco Nexus Switching and VPC
- Previous experience maintaining/utilizing Cisco Wireless LAN Controllers
- Previous experience utilizing Cisco PRIME Infrastructure Zabbix considered an asset
- Previous experience with any of the following considered an asset: Cisco ISE, Checkpoint Firewalls, Zabbix and network automation
- Ability to function in a fast-paced environment under short time constraints and within established deadlines
- Ability to adapt to and overcome various technical challenges with minimal assistance
- Requires valid Michigan driver's license with satisfactory driving record

Cranbrook offers competitive compensation and benefits that include medical, dental, life insurance, long-term and short-term disability, and retirement program with employer match. We also offer generous paid time off, 11 paid holidays and 3 optional holidays, employee discounts, and a unique environment in an educational setting that values collaboration.

For consideration, please visit the employment section of our website for instructions on completing and submitting an application, resume, and cover letter **(please note that a fully completed employment application is required for consideration):**

www.cranbrook.edu/employment