

# Network Analyst & Administrator

## Job Description

<b>Department:</b>	Technology Refurbishment & IT	<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>	Director of Technology	<b>Physical Strength:</b>	Moderate
<b>Salary:</b>	\$65,000-75,000	<b>Class:</b>	Non-Union

### Summary

Responsibilities include evaluating Free Geek's network infrastructure, preparing reports, analyzing data, and troubleshooting issues with hardware. The network administrator will also be responsible for maintaining and recommending improvements to the existing network and ensuring that all IT systems are functioning properly to support the work of other staff and volunteers. The job requires a strong understanding of server and network hardware, experience in evaluating and upgrading network infrastructure, creating documentation, attention to detail, and the ability to work independently or as part of a team.

### Essential Duties

1. Evaluate, make recommendations, and lead projects to upgrade and maintain network infrastructure.
2. Administer the day-to-day operation of Free Geek's technical infrastructure.
3. Provides support with organization wide cybersecurity updates.
4. Ensures up-to-date documentation for all technical infrastructure.
5. Help-desk style support and troubleshooting technology in use by staff.

### Job Duties

- Evaluate and document current technical infrastructure and network configurations.
- Prepare and present proposals for current network overhaul/upgrades.
- Installs, configures, monitors, and maintains system hardware and software; including system upgrades, of the network's services, switches, firewall, physical and virtual servers, printers, phones, wireless access points, and other networked devices. .
- Develops and documents implementation plans, configurations, and handoff documentation for new technologies added to the work environment, as directed.
- Creates and maintains disaster recovery plans; including routine backups of servers and configurations.
- Communicate with other Free Geek staff and volunteers about the needs of all areas, including on-site, face-to-face communication.
- Maintain network and system security, assisting with organization wide cyber security updates.
- Troubleshoot network and systems' performance issues to improve reliability and performance.
- Participate in cross-functional teams to develop and implement process improvements related to Free Geek's technical infrastructure.
- Provide regular reports on the status of infrastructure projects including progress, issues, and resolution plans.
- Keep work areas clean and organized
- Provide mentorship to other team members interested in learning about IT and networking.

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- Creates an open learning environment to assist with workforce skills development for internal staff as well as workforce development program participants and interns.
- Ensures compliance with and understands data security standards including NIST requirements and NAID AAA certification standards.
- Troubleshoot and provide support on user-reported issues with technical infrastructure.
- Maintains punctual, regular and predictable attendance.
- Other duties as assigned

### **Supervisory Responsibilities**

This position has no supervisory responsibilities.

### **Qualifications**

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of the employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

### **Education & Experience**

2 to 5 years related experience and/or training or equivalent combination of education and experience preferred. Previous volunteer experience at Free Geek, another service organization, or demonstrated confidence and competence working with diverse populations is preferred.

### **Certificates, Licenses and/or Registrations**

This position does not require any certificates, licenses and/or registrations at this time.

### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, procedure manuals and/or process documentation. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Technical Skills**

Job requires specialized technical skills specifically related to servers and networks. The organization primarily uses GSuite for internal documentation and communication. Must have familiarity with computer, server and network hardware, proficient in the use of standard open source software, and can demonstrate the ability to plan, document, and organize complex IT systems.

Required technical skills:

- Managed switch configuration, including strong knowledge of VLANs, etc.
- Network design for wired and wireless internet access.

Approved By: **Amber Brink**

Last Updated: March 2024

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## Job Description

- DHCP and DNS configuration.
- Firewall software configuration (pfsense).
- Server configuration, including managing VMs.
- Strong Linux knowledge including command line and shell scripting.
- SQL knowledge.
- Hosting websites on local hardware including SSL certificates.
- Cyber security best practices and compliance knowledge
- Ability to teach and mentor individuals in network administration

### Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, spreadsheet or schedule form

### Physical Demands & Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is frequently required to stand, walk, talk or hear, taste or smell, use hands and fingers to type or dial, and could be exposed to fumes or airborne particles. The employee is regularly required to reach with hands and arms, talk or hear, and be exposed to risk of electrical shock. The employee is occasionally required to sit, stoop, kneel, crouch or crawl, and be exposed to work near moving mechanical parts, as well as work with possible battery combustion.

The employee must frequently lift and/or move up to 50 pounds and occasionally lift up to 100 pounds assisted. This position requires frequent computer use. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

This position will require travel between locations in the Portland Metro area, and may require travel for conferences or events.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employer Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_