



Senior Network Administrator

The Network Administrator is responsible for the day-to-day operation, maintenance, and support of the organization's network infrastructure. This role ensures reliable connectivity and performance of network systems, including LAN, WAN, wireless, and associated hardware and software. The Network Administrator monitors network performance, troubleshoots issues, and supports users and systems to maintain business continuity. Additionally, this position collaborates with IT staff and vendors to resolve technical problems, enforce network standards, and support the organization's operational and technology objectives.

Duties and Responsibilities

Network & Infrastructure

- Monitors and optimizes network performance, availability, and utilization across all locations.
- Assists with installation, configuration, and maintenance of servers, switches, and firewalls.
- Monitors data circuits and connectivity between Credit Union locations.
- Monitors systems, such as email archiving and retrieval.
- Ensures adherence to IT policies, procedures, and regulatory requirements.
- Participates in audits of hardware, software, and access controls.
- Assists in analyzing system capacity and capabilities, and makes recommendations to the AVP, Infrastructure and Core Systems.

Systems & Endpoint Support

- Installs, configures, and maintains workstations, printers, and ancillary equipment.
- Leads provisioning and deployment of laptops and mobile devices.
- Performs software installations and upgrades.

User & Access Management

- Leads provisioning and maintenance of user accounts and application access.
- Assists with Active Directory administration and periodic audits.

Helpdesk & Support

- Provides helpdesk support, including troubleshooting hardware/software issues and fulfilling service requests.
- Acts as the initial point of contact for IT vendors and coordinates issue resolution.

Projects & Collaboration

- Assists with IT projects and system improvements.
- Provides recommendations on system capacity and performance to the AVP, Infrastructure and Core Systems.
- Serves as backup to the Core Systems Analyst.

Qualifications and Requirements

- Associate's degree (AA) in Information Technology, Computer Science, or a related field from a two-year college or technical school; or a minimum of five years of related experience and/or training with enterprise systems, including Windows Server environments, Linux operating systems,



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networking (TCP/IP), and Cisco switching and firewall technologies; or an equivalent combination of education and experience. Professional certifications such as Microsoft MCSA/MCSE and or CompTIA A+ and Network+ are preferred.

- Working knowledge of various Microsoft Office computer programs, such as Word, Excel, PowerPoint, Visio, etc.
- Valid California driver's license and current auto insurance. Must have a vehicle for trips to and from Credit Union branches.
- Ability to remote VPN access to troubleshoot from home.
- Strong analytical and problem-solving skills, effective communication, and the ability to present recommendations and ideas.
- Ability to immediately adapt to changing requirements and conditions, showing a sense of urgency when necessary.
- Excellent time management and prioritization skills, well organized, detail-oriented, and able to manage multiple priorities.
- Strong understanding of industry standard concepts, practices, and procedures.
- Ability to read and interpret documents such as safety rules, computer operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to develop effective working relationships with all staff at all levels.
- Excellent customer service skills.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to uphold confidentiality standards and exercise discretion and good judgment.
- Must be bondable by the credit union's insurance agency.

Salary Range

- \$45.95 – \$68.92