

Position Title	IT Network Administrator
Category	IT
Job#	2015012
Company	DFS
Location	Boise, ID
Date Posted	06/26/2015
Type	Full Time

SUMMARY: The Network Administrator will work independently to provide technical support to system users, troubleshoot software, hardware and network related computer problems, perform installations and computer set ups, and maintain the database for Encompix (ERP). In addition, they must support the telecommunications systems as well as other IT projects as needed, across multiple corporate locations.

RESPONSIBILITIES:

- Evaluate, prioritize and respond to staff requests for technical assistance and provide technical support to ensure timely resolution of problems.
- Maintain operating systems to support ERP system, internet intercompany communications and various desktop applications.
- Implement/maintain measures to ensure integrity, reliability and security of information systems (WAN/LAN).
- Maintain network printers and troubleshoot equipment, install/ implement desktop hardware and software.
- Diagnose damaged equipment and repair in-house when appropriate.
- Demonstrate the ability to use the Internet as a resource for research and troubleshooting.
- Demonstrate the ability to learn multiple and custom applications quickly and apply that knowledge.
- Support management with custom reports and extract data from a relational database system.
- Management of part time or intern staff.

SKILLS:

- Project management, strong customer-service orientation, excellent interpersonal communication skills and ability to communicate ideas in both technical and user-friendly language
- Strong knowledge of system and software quality assurance practices and methodologies
- Self-motivated with attention to detail, able to prioritize/execute in a high-pressure environment
- Knowledge of applicable data privacy practices and laws
- Aptitude for systems support and development and experience in VMware environments.

EDUCATION AND EXPERIENCE: Bachelor degree in computer science, information systems, or related field and 4 years of relevant experience or an equivalent combination of education and experience. Strong knowledge of Windows XP/7, Microsoft Windows server environments, Microsoft Office applications and Cisco VOIP applications. ERP systems analysis experience.

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