

System Administrator / Network Administrator Job Description

National Technology Management is seeking a Full-time **System Administrator / Network Administrator** at our Bingham Farms office. Our candidates are aggressive and highly motivated to work in our fast-paced environment. Our diverse clients include medical, construction, dental, non-profit, manufacturing, and retail just to name a few. As a Managed Service Provider, we provide technologies surrounding access control, video surveillance, business VoIP solutions, disaster recovery, network infrastructure, cybersecurity, cloud-based technologies, and network cabling. The **System Administrator / Network Administrator** position is to accurately configure, diagnose and resolve technical infrastructure and support issues affecting clients in a timely manner to meet or exceed SLA's. To identify root cause issues and recommend permanent resolutions. To stay up to date on technology offerings and services, to provide support to all clients and be a part of taking IT to the next level. The System Administrator / Network Administrator will work hand in hand with the other support team members, and report to the Technical Manager.

Desired System Administrator / Network Administrator will:

- Analyze and resolve customer issues and resolve in a timely manner.
- Recommend automation to create efficiencies and eliminate repeat issues.
- Provide excellent customer service during customer interactions.

Duties include, but are not limited to:

- Configure and troubleshoot firewalls, servers, switches, AP, video surveillance systems, VoIP phone systems, desktops, and laptops.
- Respond to escalated customer requests in a timely manner meeting or exceeding the customer SLA and communicate in advance if you are unable to do so.
- Interface with the NOC/SOC to resolve any open items and make recommendations to allow vendor to resolve.
- Follow up with the clients to ensure their expectations have been met.
- Stay current on changing technologies, patches, and services
- Complete training and certifications
- Provide consulting feedback to Sales team for new customer environments
- Ability to manage multiple projects, activities, and tasks simultaneously

Core Values

- Tenacity/Detail-oriented -- quality and precision-focused with a purpose
- Predictable/Stable -- traditional, stable, strong processes
- Happiness/People-oriented -- supportive and fairness-focused
- Family/Team-oriented -- cooperative and collaborative
- Results-oriented -- results-focused with strong performance culture

Requirements / Qualifications

- Associates or bachelor's degree in related field
- Minimum 5 years of work experience.
- Certifications in Fortinet, Cisco, Azure, Microsoft, and Cyber Security
- Must possess diagnostic, and problem-solving skills along with the ability to resolve hardware and software issues.
- Work with a proactive rather than reactive mentality.
- Top notch customer service skills.
- The ability to identify trends and reduce repeat issues.
- Willing to travel to customer sites when needed (less than 10%)
- Must be available for on call rotation, 1 week primary, 1 week backup.
- Occasional nights and weekends as needed to perform off-hours maintenance or projects.

Benefits

- Competitive Salary based on experience
- Health Insurance

- Dental Insurance
- Vision Insurance
- Life Insurance
- Paid Holidays and PTO
- 401(K) Retirement Plan