

## **Network Administrator – Worcester**

This IT position is responsible for supporting and administering the IT Infrastructure. The IT Infrastructure includes all networks (LAN, WAN, WIFI), telephony (mobile, land lines, voicemail), servers, computers, and copiers and printers. The network administrator is tasked with ensuring the IT infrastructure runs optimally to provide a productive and effective experience for all users.

### **Key Responsibilities:**

- Provides daily operational support for the IT infrastructure. This includes maintaining and installing new hardware (PC, Telephony), technical support for issues reported by users, and troubleshooting infrastructure issues discovered through monitoring and administration.
- Monitor and administer the network infrastructure to ensure high availability and efficiency. Configure, test, and install new network hardware and software components as needed.
- Maintain the servers and applications that reside on them to ensure high availability and efficiency. Configure, test, and install new applications and server hardware components as needed.
- Maintain the telephony systems to ensure high quality communications capabilities for users.
- Maintain printers and copiers to provide staff with a reliable, high quality capacity for printing and copying.
- Maintain a high level of security for all hardware, software, and data to ensure it is not accessed by any unauthorized parties.
- Maintain a Backup/Disaster Recovery plan to ensure that no data is lost in the event of hardware/software failure and to minimize the amount of downtime.
- Stay current on new developments in technology and provide recommendations for improving the IT Infrastructure.

### **Education**

- Associates Degree in computer science or directly related field or a minimum of 2 years working in Information Technology.

### **Experience Requirements:**

At least 2 years progressive experience with:

- Microsoft network operating systems
- LAN, WAN, WIFI, and VOIP support
- Network management applications and analysis tools

Knowledge:

- Networks: Experience with network protocols, switches, routers, Ethernet cabling, network management tools, internet firewall technologies, VOIP, and VPN solutions.
- Servers: Experience installing and administering Windows Server 2008 or higher; Microsoft Exchange 2013 or higher, and maintaining rack mounted hardware.
- Applications: Experience supporting Windows 10, Microsoft Office, Disaster Recovery solutions, and Backup solutions. Experience with cloud-based solutions is ideal, but not required.
- Abilities: Strong communication, customer service, & interpersonal skills. Able to troubleshoot network and computer issues. Able to learn new technologies and apply knowledge to improve the environment.



**Certifications or Licensures:**

- Valid MA Driver's License, Network + or CCNA

**Working Conditions:**

- Typical Office environment.
- May involve evening/weekend work to complete system upgrades or maintenance.
- Must be willing to be available for call-ins when system is down.

**Location** – Worcester

**Grade Level:** 17

**Compensation and Benefits:**

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

**To Apply:**

Interested candidates should submit a resume and cover letter to:

**RCAP Solutions, Inc.**

Human Resources Department

205 School Street, Suite 401, Gardner, MA 01440

Email: [HR@rcapsolutions.org](mailto:HR@rcapsolutions.org), Fax: (978) 630-2751