



Building Better Futures

Network Infrastructure Administrator- Milwaukee, WI

JOB CODE: IT012

Schedule: Full Time On-Site

Work Status: Regular

Salary: Starting at \$66,206 based on experience

Location: Milwaukee, WI

Why Choose UMOs? You can make a positive difference in the lives of those who need it the most!

Programs and services provided by UMOs are divided into three major divisions: workforce development, child development, and social services, which include farm labor housing, Teen Tobacco Prevention, HIV prevention services, domestic violence, sexual assault and human trafficking supportive services, home energy assistance, food pantry, farm labor housing and after school programs. In addition to these programs, UMOs sponsors and organizes a number of corporate, cultural and community events in Wisconsin. Currently, UMOs operates 40+ programs in several states.

Benefits Include:

Paid Time Off; 12 Paid Holidays; Health, Dental, and Vision Insurance; Short-Term and Long-Term Disability Insurance; Life Insurance, Accidental Death & Dismemberment (AD&D) insurance; Retirement plan options (401(k) and/or ROTH IRA)

Are you a deep thinking, highly motivated I.T. professional who would like to work for a company that helps people in our communities? We have an outstanding opportunity available!

As our Network Infrastructure Administrator, your work will include designing, installing, supporting, maintaining, and evaluating networking systems, including new and existing network routers, switches, access points, and firewalls including related software and monitoring systems.

The network administrator assists in the planning, designing and development of local area networks (LANs), wide area networks (WANs), wireless local area networks (WLANs), and Virtual Private Networks (VPNs). In addition, the Network Administrator will participate with the installation, monitoring, maintenance, support, and optimization of all network hardware, software and communication links. This person will also troubleshoot network performance issues, as well as analyze network traffic and provide capacity planning solutions.

Primary Responsibilities:

1. Configure, install, and monitor network infrastructure hardware and related software.
2. Configure, monitor and support network security and system management systems, ensuring their effectiveness and current status.
3. Manage and set priorities for the design, maintenance, development, evaluation and monitoring of network infrastructure LAN and WAN systems.
4. Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.
5. Develop and deploy methodologies for testing network performance and providing network performance statistics and reports.
6. Provide remedial solutions for identified network deficiencies and/or bottlenecks.
7. Assist in the design and implementation of short and long-term strategic plans to ensure capacity meets existing and future requirements.
8. Assist in preparation of RFPs, bid proposals, contracts, scope of work reports, and other documentation for network infrastructure related projects and associated efforts.
9. Assists in preparation & management of disaster recovery plans. Conducts routine testing of network intrusion detection, recovery, and fail-over systems and plans to detect faults.
10. Assists in the planning and development of network operations policies and procedures
11. Maintain network asset management system, including inventory maintenance of network infrastructure components and related documentation.
12. Adjusts hours of work, priorities, and staff assignments to ensure efficient operations.
13. Remains abreast of changes in network infrastructure trends and organizational requirements.
14. Receive, prioritize, and respond to incoming work orders, calls, and/or emails regarding network system related issues.
15. Provides escalation support and assistance regarding the needs and questions of network users concerning their access to system resources.
16. Accurately document all work orders and system changes.
17. Act as back up to support staff as required and assigned.

Qualifications:

1. Undergraduate Degree in technology related area of study or equivalent combination of education, training and work experience.
2. Minimum 5 years of network administration experience that includes network design, operational support, hands-on implementation and configuration of network infrastructure in an enterprise environment.
3. Technical Certifications (NSE-4 or greater, ACDX, ACEX, CCNA) a plus
4. Strong working knowledge of VLANs, VPNs and VoIP.
5. Strong knowledge of IP based enterprise networks: Cisco routers and switches, Fortinet Routers/Firewalls, HP Switches, HP Access Points.
6. Ability to read, analyze and interpret complex computer manuals, periodicals, and technical journals.
7. Excellent knowledge of current protocols and standards, including Cloud security, Core Switching/Routing, SSL/IPSec, Virtualization, Business Continuity, Disaster Recovery.
8. Technical level documentation and communication skills (O365 Suite, Visio, etc.)
9. Ability to make formal and informal presentations for user training and system management.
10. Good problem-solving skills enabling the individual to diagnose hardware and software problems. Problem solving ability should be such that over time the individual would be capable of developing and maintaining a preventive maintenance schedule to eliminate recurring problems.

11. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
12. Ability to present ideas in a user-friendly language.
13. Highly self-motivated and directed.
14. Keen attention to detail.
15. Proven analytical and problem-solving abilities.
16. Strong customer service orientation.
17. Experience working in a team-oriented, collaborative environment.
18. Must have access to reliable transportation; possess valid driver's license and have adequate auto liability insurance and be able to travel & work irregular hours to accommodate system failures and system upgrades.

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UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.