

## Job Description

<b>Job Title</b>	Network Administrator	<b>Job No.</b>	
<b>Division</b>	Operations	<b>Effective Date</b>	
<b>Department</b>	Operations	<b>Current Revision</b>	January 20, 2012
<b>Unit</b>		<b>Approvals</b>	DSR, WHW

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## Job Reporting Relationships

<b>Supervised by:</b>	Operations Division Manager
<b>Supervises:</b>	None

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## Basic Qualifications

**Education/Training:** Bachelor's degree or Associate's degree and 3 years experience in a Client/Server environment.

**Skill(s):** Highly organized & detail oriented; able to conduct independent research and present solutions; in-depth understanding of local and wide area network technologies and topologies; advanced written, oral and interpersonal communication skills; proficient reading and math skills; proficient analytical skills and problem solving ability; a thorough knowledge of computer operations; ability to lift approximately 40 lbs; regular and predictable attendance is required.

**Experience:** Three (3) years experience in a Client/Server environment.

## General Responsibilities

Responsible for providing technical and administrative support for local and wide area networks using Microsoft operating systems and a variety of application software. Maintain adequate knowledge of existing hardware and software in use to maximize efficiency of the network and users' utilization of them. Provide written documents that evaluate network performance on periodic intervals.

## Essential Duties

1. Assists in providing computer/network support relating to software and hardware problems reported by users.
2. Maintains an adequate level of knowledge of operating system and application software being used to provide high levels of support to users.
3. Monitors and evaluates efficiency of software/hardware usage, providing items to be covered in training of users, making them more efficient.
4. Assembles, installs and configures new software applications or hardware on the LAN requiring use of standard interface protocols, coordinating assistance from third parties when necessary. Ensures server backups and networked user backups are performed on a regular basis.

5. Adds and maintains users on the network; assigning application access, ensuring security, and maintaining their configurations are within standards.
6. Installs workstations, servers, printers and other equipment on the LAN.
7. Troubleshoots repairs, maintains, installs and performs testing activities on various computer equipment, peripherals, data communication, and computer network systems.
8. Consults and assists manufacturers' representatives in the installation of new computer equipment; exercise total responsibility for routine installation or modification projects; assists other technicians or the director in repairing, installing and testing complex pieces of equipment or LAN. Submit equipment repair warranties.
9. Develops and maintain software and hardware inventory and tracking systems.
10. Diagnose and resolve PC repairs, network issues and software problems.
11. Monitors Active Directory and Group Policies.
12. Monitors VPN gateways to detect and solve security or accessibility issues.
13. Functions as internal consultant to assist Information Systems staff in solving complex problems.
14. Familiarity with cutting edge network upgrades and packages, network designs and network related technologies.
15. Performs moves, adds, deletes and other changes for phone and voice mail uses. Provides phone support and training to new users and solve miscellaneous phone problems.
16. Participates in Team meetings, providing input and suggestions.
17. Assists in gathering bid prices on equipment and supplies as needed.
18. Provides written documents on an as needed basis that defines upcoming needs of network that would require purchase of additional hardware or software.
19. Monitors and reports licenses on applications to ensure compliance.
20. Utilizes technology to provide staff with a fast accurate and secure method of gaining access to information so they can service the customer in the fastest and most efficient manner possible.
21. Insures that all software patches are applied to all systems.
22. Ability to respond to multiple priorities and effectively prioritize and execute tasks in a high-pressure and time-sensitive environment
23. Reviews security logs for discrepancies.
24. Ability to work well with people from many different disciplines with varying degrees of technical experience.
25. Willingness to work extra and irregular hours on projects on both weekdays and weekends as priorities dictate.

26. Assists in the technical aspects of the Bank's website.
27. Attends network and telecommunications seminars offered by vendors, and other providers on new technologies.
28. Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment that is free of sexual harassment and other forms of illegal discriminatory behavior in the work place.
29. Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the bank's compliance with all regulatory requirements, e.g. Community Reinvestment Act (CRA), Equal Credit Opportunity Act, etc.; insures that the department and all personnel adhere to the same.
30. Cooperates with, participates in, and supports the adherence to the Bank Secrecy Act (BSA)/Anti-Money Laundering (AML) policies and procedures, including the following:
  - a. Attend annual training reviewing the regulatory requirements of the BSA and the Bank's internal BSA compliance and AML policies and procedures, as well as understanding the following terms related to the BSA/AML
    1. Office of Foreign Asset Control (OFAC)
    2. Suspicious Activity Report (SAR)
    3. Currency Transaction Report (CTR)
    4. Customer Identification Program (CIP)
    5. Identification of the Bank's Secrecy Officer
  - b. Apply due diligence to be able to make an informed decision about the suspicious nature of a particular transaction and whether to file a Suspicious Activity Report (SAR).
31. All Other duties as assigned.

### **Ancillary Duties**

1. Performs tasks that are supportive in nature to the essential functions of the job, but which may be altered or re-designed depending upon individual circumstances.

**Job Location**

Assigned Community Office

Various locations outside the Bank

Travel to branch offices

**Equipment/Machines**

1. Telephone and related equipment
2. Workstations/Servers
3. Printer
4. Calculator
5. Hubs, routers, switches, etc