

JOB DESCRIPTION: Network Operations Specialist, Information Technology (IT)

Department: Information Technology (IT)
Reports To: Department Head, IT

Job Status: Full-Time
FLSA Status: Exempt

Date: May 25, 2021
Job Type: Salary

POSITION SUMMARY:

To provide support for the Information Technology department. Primary focus is on the network and server aspect of our business. Applicants with strong network and server administration experience (degree, certifications, work experience) are desired.

ESSENTIAL DUTIES and RESPONSIBILITIES:

NOTE: this list is not all encompassing.

Network

- Installation, configuration, support, and maintenance of the following network aspects: CAT5E/6 data cabling and termination, fiber, and voice cabling and termination.
- Investigation and procurement of network-related equipment.
- Installation, configuration, support and maintenance of LAN (Local Area Network), WAN (Wide Area Network), and VPN (Virtual Private Network), VOIP (voice over IP), as well as working with vendor for our MPLS (Multiprotocol label switching) solution.
- Installation, configuration, support and maintenance of our SAN (Storage Area Network) and NAS (Network Area Storage).
- Administration and support of the Wi-Fi network.
- Administration and support of internal subnet networks used only by select departments.
- Administration and support of the network shares and related group permissions.
- Administration and support of the company website and Intranet including the enforcement of security protocols.
- Administration and support of the video conference systems.
- Administration of any necessary patching/updating of network equipment.

Hardware

- Administer and support our firewall solutions.
- Installation, configuration, support, and maintenance of the servers.
- Administration and support of the company master time clock and the bell schedule.
- Investigation and procurement of hardware equipment.

Phone

- Administration of the company cell phones.
- Investigation and procurement of phone equipment.
- Installation, configuration, support, and maintenance of the phone system, voice-mail system, and paging.
- Working knowledge of the phone system and voice-mail system features and functionality.

Software

- Knowledgeable of Microsoft Office suite and Microsoft Visio to provide support to staff.
- Ability to develop electronic office layouts that are drawn to scale for precise planning.
- Responsible for the administration of the e-mail server software (Microsoft Exchange).
- Investigation and procurement of software.
- Responsible for the administration of Microsoft Teams.
- Knowledge and experience with Veeam backup solutions (offsite storage).
- Installation, configuration, support, and maintenance of virtual servers.

Security

- Administration and proper functioning of security solutions for doors and their related equipment.
- Ability to participate in various audits to ensure proper security measures are being followed.
- Investigation and support for any security breaches.
- Administration of customer web-based solutions for account creation and permissions including integration with Azure.
- Administer Active Directory to ensure proper security protocols are being enforced. Ability to write and modify scripts as needed.

- Disaster planning and recovery solutions.

Documentation

- Responsible for the creation of end user documentation, department standard works, and company policies.
- Responsible for the documentation of IT incidents/issues and special situations for future reference.

Training

- Cross-training with the positions within the department is expected for better coverage.
- Internal department and external department training on varying related topics as needed.

Other

- Ability to support both OTICS USA locations, Morristown TN and Kodak TN.
- Flexibility to travel if/when needed.
- Ability to assist with contingency planning and the enforcement of its countermeasures as needed.
- Continuous planning and evaluation of software, hardware, and network infrastructure.
- Technical interface with outside vendors.
- Maintain a clean, organized and safe work environment.
- Ability to support as needed for varying projects, either department specific or company-wide.
- Must be able to successfully function within a team environment and be able to adapt to change.
- Support all other departments as directed.
- Performs other related duties as required and assigned.

POSITION QUALIFICATIONS:

- Ability and willingness to operate a boom lift or scissor lift. Applicant must not be afraid of heights.
- Applicant cannot be color blind due to the need to terminate cables.
- Willing to stay current with technology and advancements for future implementation.
- Flexibility to work in multi-language environment (including software support).
- Proven ability to work independently, when needed; and manage multiple projects.
- Must be able and willing to work afterhours and weekends when required and necessary.
- Requires excellent verbal and written communication skills, and ability to work effectively with all levels of employees and management.
- Must be a person of integrity due to the scope of the position.

EDUCATION/CERTIFICATES

- Minimum Requirements:
 - Associate's degree in computer-related field with a Network focus OR
 - CompTIA Network+ AND CompTIA Server+ certifications
- These certifications not required but considered a plus: CompTIA A+, Google IT, MS MTA, Cisco CCT, CompTIA Security+, Cisco CCNA, MS MCSA, CISSP, CISM.

EXPERIENCE

- 2+ years' experience in a network-related position

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

WORK ENVIRONMENT

This position is required to work in a manufacturing facility environment. While performing the duties of this job, the employee could be exposed to work near moving mechanical parts; toxic or caustic chemicals, or the risk of electrical shock. The employee is occasionally exposed to fumes or airborne particulate. The noise level is classified as moderate. OTICS USA is committed to the safety of its employees and provides appropriate training and personal protective equipment (PPE).

PHYSICAL DEMANDS

This position is required to perform many physical aspects (lift, walk, stand, on knees, etc.). OTICS USA, Inc. has reviewed this job description to ensure that essential functions and basic duties have been

included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned as deemed appropriate.

RELATABLE JOB TITLES

Network Administrator, Computer Network Technician, Network Technician, Telecommunications Technician