

Senior Network Administrator



The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the **Senior Network Administrator** position.

Under the direction of the Manager, Infrastructure & Technology Services, the Senior Network Administrator is responsible for the design, implementation and optimization of systems infrastructure. This role includes capacity planning, monitoring, troubleshooting and overall management of local area network (LAN) and wide area network (WAN) systems. The incumbent will need to be a team player capable of working in a fast paced environment. The incumbent ensures the availability of the systems to users and monitors and maintains the functionality of all components and applications.

Responsibilities include but are not limited to:

- Design and implement long-term strategic goals and short-term tactical plans for managing and maintaining corporate systems and software.
- Ensure that proposed and existing systems architectures are aligned with organizational goals and objectives.
- Provide architectural expertise, direction, and assistance related to LAN & WAN systems
- Develop, document, and communicate plans for investing in systems architecture, including analysis of cost reduction opportunities.
- Plan, configure, install and maintain the hardware, operating systems, applications, and wiring related to network equipment that make up the RTA's enterprise computer network.
- Communicate with users and management frequently to troubleshoot technical issues and customize network and computer programs that address business requirements and user needs
- Document software updates and operational procedures, creating hardware configuration plans and conducting user tests to measure and assess network performance.
- Updates and plans for the update of critical software for operating systems and firmware. Maintains a record of all installed software and current versions.
- Maintains network diagrams and documentation for all servers and network components. Maintains licensing information for all network components. Maintains the RTA's network configuration/procedure manual.
- Administers and maintains the critical systems. Ensures the availability of the network to all internal and external users. Monitors the network to ensure maximum user availability and system performance. Performs systems reconfiguration as required to optimize network functioning. Maintains high availability of RTA's critical applications.
- Implements system policies governing network management. Develops methods to enhance security and to minimize network attacks. Implements system policies to enforce security procedures and provides training to end users in the use of and protection of IT resources.
- Helps design and manage the RTA's contingency plan, business continuity and disaster recovery plans. Reviews, tests and helps maintain the RTA's disaster recovery.
- Perform maintenance and troubleshooting on Disaster Recovery equipment remotely, cloud-based, and/or at colocation sites to maintain high-availability. Plans and performs regular updates on equipment to keep systems in sync between on-premise and cloud-based systems.
- Supports systems administrator and help desk to troubleshoot and repair servers, NAS, VMWare, SAN, applications and end user workstations and operating systems.
- Resolve assigned tickets within pre-defined SLAs.
- Serve a rotating shift at the IT Service Desk; monitoring e-mail, phone and ticket requests in support of the end-user community.
- Supports and maintains all data center equipment including servers, UCS chassis, cooling systems, UPS, and other network equipment.

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Knowledge, skills, and abilities equivalent to a Bachelor's degree in Computer Network Engineering, Computer Information Systems, or a related field or equivalent work experience. A minimum of five (5) years enterprise level network and systems design and administration experience required. Demonstrated ability to work well with a variety of individuals and diverse populations with minimum supervision. Excellent communication skills with the ability to explain problems and solutions clearly to end-users in non-technical terms and have the ability to work calmly and professionally. Advanced ability to use personal computer and software applications particularly project management tools. Must be highly organized, flexible and detail orientated and have the ability to work both independently and in teams. Must maintain confidentiality.

Required skillset:

- CCNA/CCNP
- MCSE
- Knowledge and hands-on experience with high-end Cisco switches (For example, Nexus, Cat 3750/4506), routers, ASA firewalls, AnyConnect, Iron Port.
- Knowledge of routing protocols and Vlans.
- Knowledge and some experience with Cisco UCS and blade technology
- Experience with Symantec Backup Exec 2012, DELL PowerVault, Tape Backups
- Wireless (WiFi)
- Some experience with Audio/Video (AV) equipment.
- Experienced in enterprise level information security.
- Experienced in SAN and VMWare technologies.
- Experienced in Microsoft Exchange, Active Directory (AD) and Domain Controller (DC).
- Excellent troubleshooting skills in Windows 10 or higher
- Experienced in servers and desktop patching tools.
- Excellent project management skills. Able to communicate and work with contractors and vendors from the projects' initiation to completion.
- Experienced with datacenter operations and management

Desired:

- Cisco VoIP knowledge and some experience with CUCM, Unity, Webex, Jabber and phones
- Dell Desktop Authority
- Good knowledge and experience working with UPS and PDUs.
- Some scripting knowledge and experience

The RTA offers a competitive compensation and benefits package. The RTA reimburses for travel at the federal rate for mileage reimbursement. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

Minimum Salary: \$70,000

Please submit a cover letter, resume and salary history to:

Regional Transportation Authority
Human Resources, Attn: 18-SNA
175 W. Jackson, Suite 1650
Chicago, IL 60604

To apply online go to: <https://rtaweb01prd.rtachicago.com/jobposting/?job=212>