



JOB TITLE: Sr. Network Systems Administrator **DATE:** January 7, 2010
DIVISION: Information Technology **REPORTS TO:** Network Manager
DEPARTMENT: Network Services **GRADE:** 13
FLSA: Exempt

JOB SUMMARY:

Provides support for DQ customers by performing advanced support of network systems administration and connectivity. This position is responsible for the technical and project management support on large complex projects and has total responsibility for some projects. Work direction is self generated and/or received from manager through verbal or documented instruction.

JOB DUTIES AND RESPONSIBILITIES:

- Plans and implements projects of varying complexities by acting as project lead, ensuring other members of the IT team and external contractors or vendors are involved.
- Perform advanced level network administration independently by installing, configuring and maintaining the current network structure.
- Provide leadership, direction and management of internal and/or external resources working on assigned projects.
- Responsible for contributing to and adhering to all corporate policies and standards during the planning and implementation of projects.
- Effectively manage product and services vendors to control or reduce expenses and provide expected service levels.
- Interface with internal and external customers to provide system design requirements, purchasing estimates, support requirements and implementation timeframes.
- Provide technical counsel and support across our remote locations.
- Maintains test facilities and coordinates performance acceptance testing of new products.
- Support systems by installing, maintaining, troubleshooting and monitoring shared network resources such as file servers, disk storage, printers and communication devices.
- Responsible for Disaster Recovery planning and testing for mission critical systems and applications.
- Effectively escalates and communicates serious system problems to the Network Manager and the appropriate personnel.
- Research, evaluate, recommend and implement new technology to meet corporate business objectives and to improve service through productivity gains or expense reductions.
- Perform system utility functions to manage and monitor network systems by developing scripts and programs.
- Other duties as assigned.

JOB REQUIREMENTS:

- Bachelor Degree or equivalent experience with computer information systems
- 7-10 years of professional experience directly supporting Microsoft network information systems and Exchange messaging.
- MCSE Certification required.
- CCNA certification a plus
- Experiencing installing and configuring ESX virtual servers and support
- Solid understanding of LAN/WAN structures and network security systems.
- Ability to work in a team environment, multi-task, takes action to drive results, and communicate effectively verbally and in writing.
- Expert level of understanding of data communications concepts and theory.
- Advanced familiarity with Workstation applications (word processing, spreadsheet, presentation software, and database) to serve as escalation for other IT staff.
- This position must make every attempt to support network availability goals and end users service level agreements.
- Experience in providing disaster recovery and contingency planning for all networking systems.
- Ability to interact and communicate effectively across all levels of the organization.
- Ability to manage multiple tasks and meet deadlines
- Ability to act independently and as a team player.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

- Position is based on-site at our Mequon, Wisconsin location.
- Flexible schedule requiring periodic after hours and weekend project participation.
- On call rotational support required.
- Ability to lift 40-50 pounds.
- Exposure to electro-mechanical fields.
- Requires the effective use of all office equipment including, but not limited to, telephone, computers, printers, and fax machines.
- Requires occasional crawling, crouching, working under workstations and in crawl spaces.
- The MIS area is located in a wheelchair accessible building. The office environment is active with high voice levels and interruptions that may challenge hearing and concentration.

***** In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. *****

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.