

Network Administrator



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

Under the direction of the Director of IT, the Network Administrator is responsible for the administration, implementation and optimization of systems infrastructure. This role includes capacity planning, monitoring, troubleshooting and disaster recovery of local area network (LAN) and wide area network (WAN) data communications. This requires 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:

- Ensure that proposed and existing systems architectures are aligned with organizational goals and objectives.
- 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, 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.
- Plans for and updates 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 workstation and user capabilities and rights. Ensures that current antivirus software is installed on all servers and workstations. 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.
- Directs, maintains, monitors and verifies scheduled security patches to all systems such that the operations and data of the RTA are protected from malicious or inadvertent damage and destruction. Ensures the ability to recover all data in a timely fashion in the event of a system failure.
- Experience with Cisco networking components including 4500 switches, 2900 routers, ASA firewalls, Vlans and Wireless.
- Helps design and manage the RTA's BC/DR plan. Performs bi-annual tests of D/R environment.
- Supports systems administrator and help desk to troubleshoot servers, NAS, VMWare, SAN, Active Directory, Exchange, O365 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, phones and a service request tracking system for new service requests.
- Supports and maintains all data center equipment including servers, racks, AC, UPS, PDUs and other network equipment.



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Knowledge, skills, and abilities equivalent to a bachelor's degree in Computer Science, Computer Information Systems, or a related field. CCNA and MCP/MCSE certification preferred. A minimum of three (3) years enterprise level network and systems administration experience required.

- Knowledge and hands on experience with Cisco switches (For example, Nexus, Cat 3750/4506), routers, routing protocols and VLANs.
- Knowledge and some experience with Cisco UCS and blade technology.
- Experience in configuration and monitoring of Meraki Wireless (Wi-Fi) systems;
- Knowledge and experience in managing enterprise level information security technologies. For example, Symantec, WSA, ASA firewalls, AnyConnect, Iron Port, Solar Winds, desktop and server patching tools.
- Knowledge and some experience in Microsoft Exchange, Active Directory (AD), Domain Controller (DC), Windows Servers 2008 to 2012
- Excellent troubleshooting skills in Windows 7, 10 and Microsoft Office 2010/2016
- Knowledge and/or experience in VMWare technology is a plus.
- Experience with VoIP and Cisco IP phones is a plus.
- Able to communicate and work with the contractors and vendors from the projects' initiation to completion.
- Knowledge of basic project management tools is a plus

Helpful if you have the following knowledge and/or experience:

- SAN
- Dell Desktop Authority
- Some scripting knowledge and experience

Abilities: 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 be able to maintain confidentiality.

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 is \$58,000

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

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

To apply online go to: <https://rtaweb01prd.rtachicago.com/jobposting/?job=224>