

WANTED: High-Performance Network Administrator/IT Project Delivery – Buffalo Grove, IL

Are you looking for a change? Are you a standards driven, high-performance Network Administrator who knows how maintain and service multiple clients in parallel while providing **excellent** customer service? Do you enjoy working in an environment where exceptionally high standards are expected?

For the hands-on, experienced Network Administrator who said “yes” to all of these questions, this is the opportunity for you.

We are a small, award winning, growing entrepreneurial IT consulting firm that is in need of a high-performance IT Network Administrator to utilize their technology passion and hands-on technology experience to provide proactive support of clients by identifying technical risks and align each client to best practice standards.

What you can expect in this position?

In the Net Admin/Project Delivery position, you will be responsible for developing and maintaining a technical relationship with our clients by implementing IT projects and aligning each client to best practice standardization.

This will include but not limited to:

- Provide 24x7x365 on-call service and support to clients as required
- Handle multiple technology installations in parallel and in different stages of implementation
- Support an assigned client base on a pre-scheduled rotation
- Visit client sites to perform proactive network administration
- Assist in the development and enhancement of our technology processes
- Assess and benchmark client LAN and WAN infrastructure against industry standards and best practices
- Manage client LAN and WAN infrastructure including physical and virtual servers, storage and backup solutions, and security devices
- Assist Help Center team resolve tickets issues as needed.
- Participate in new client onboarding including network assessments and technical documentation
- Working cross functionally with HCS support teams to deliver comprehensive client support services
- Assist in IT Project Delivery to successfully complete technology deployments.

This is a great opportunity for someone who:

- Has excellent customer service skills and manages time well working with multiple clients at the same time.
- **Loves a faster-paced, NO-DRAMA work environment.**
- Enjoys helping clients, talking to people and has a good “desk-side manner”
- **Is a quick, self-motivated learner and wants to work for a company that will invest in their learning and skill development (we WANT you to learn and get better)**

- Is extremely detail-oriented and appreciates people who take an organized, systematic approach to achieving success.
- **Likes the idea of working for a smaller (but growing) company where their ideas and contributions directly impact the company's success, direction and growth.**
- Understanding that fixing the technical issues is only half the task, the other half is taking the time to be sure the customer is absolutely ecstatic about the work you just completed.
- **Has the ability to travel both locally and nationwide**

QUALIFICATIONS

- The Network Administrator must possess a minimum of three years of full time hands on experience managing business class network technologies.
- Required 2 or more technical certifications (MCSA, MCSE, CCNA, CCA, VCP, NSE 4)
- Required 4 or more years overall in a business IT support role and/or network administration function
- Ability to travel both locally and nationwide
- Previous experience with a MSP or other IT Consulting role at plus