

Position: Network Administrator/Analyst

About Saba University School of Medicine

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Overview:

The Network Administrator/Analyst is responsible for ensuring all IT infrastructure (hardware and 3rd party software) is operational, running securely, backed up properly, and that end users (students, faculty, staff) IT needs are being met. Responsibilities also include the ensuring the smooth day to day operation of all Saba campus networking equipment, security, phone, servers, testing center, desktop computers, hardware and software. The Network Administrator / Analyst ensures that the software on all computers up-to-date and provides help desk services to end users via trouble ticket system.

Responsibilities:

- Provides friendly, courteous, and quality systems support to all users.
- Strives to meet or exceed all customer service goals.
- The Network Administrator/Analyst will configure, update, monitor, and troubleshoot information technology systems to ensure that all systems run effectively. Network Administrator works directly with Director of Information Systems to meet the needs of both the administrative arm of the university, the corporate office, and the student body.
- The Network Administrator/Analyst will report to the Director of Information Systems.
- The Network Administrator/Analyst will meet regularly Director of Information Systems to determine the IT needs and technological direction of IT infrastructure based on the business needs established by Associate Dean of Basic Sciences and the corporate office.
- The Network Administrator/Analyst will help provide help desk services to faculty, staff, and students.
- The Network Administrator/Analyst will help set up, configure, and support all internal and external networks and systems.
- The Network Administrator/Analyst will help develop and maintain all network systems, applications, security, and configurations.
- The Network Administrator/Analyst will help maintain all software and hardware that comprises the network including the deployment, maintenance and monitoring of active network equipment including switches, routers, firewalls and wireless equipment.
- The Network Administrator/Analyst monitors and optimizes both network and system performance.
- The Network Administrator/Analyst evaluates, troubleshoots and debugs network related performance issues including availability, utilization, throughput and latency with a concentration on network design and security.
- The Network Administrator/Analyst recommends upgrades, patches, and new applications and equipment.
- The Network Administrator/Analyst provides technical support and guidance to users.
- The Network Administrator/Analyst protects organization's value by keeping information confidential.
- The Network Administrator/Analyst updates and maintains complete schematic diagram of the network and systems.
- The Network Administrator/Analyst creates, updates, and maintains a current list of all hardware systems and software systems userids and passwords.
- The Network Administrator/Analyst assists with day-to-day operation of the Testing Center and with Audio and Visual equipment support.
- The Network Administrator/Analyst is responsible for carrying out other tasks or projects as deemed necessary by the Director of Information Systems.
- Answers all Help Desk calls, voicemails and e-mails within a timely manner.
- Determines the nature of the user's issue and obtains as much information as possible about the problem.
- Prioritizes and evaluates user systems issues into a low, medium or high priority.
- Creates Help Desk tickets based on the user's systems issues and level or priority.
- Utilizes independent judgment in handling user issues/questions.

- Maintains a proficient technical knowledge in various systems, hardware, software and database applications.
- Troubleshoots and assists users with various systems issues including PC/laptop, printer, software, hardware, and database problems.
- Closes Help Desk tickets and communicates resolution to the user.
- Adheres to the defined and communicated call flow / ticket resolution process.
- Completes other projects and duties as assigned.

Qualifications:

- The ideal candidate is a reliable, self-motivated individual who wants to be part of a great team.
- Proven ability to communicate professionally in a corporate environment.
- Strong knowledge in Microsoft Office, Windows 2000, XP and database application.
- Ability to handle a large call/e-mail volume.
- Minimum 3 years experience in a call-center or telephone customer service environment.
- Previous experience in a Help Desk environment would be an asset.
- Bachelor's degree Computer Science/ MIS or equivalent work experience.

We are proud to be an EEO employer M/F/D/V. We maintain a drug-free workplace and perform pre-employment substance abuse testing.

To apply call: 978-862-9480 or email it-jobs@saba.edu.

Thank you for applying for this outstanding opportunity today.