



Job Opening at Solid Ground

JOB TITLE: Network Administrator

DEPARTMENT: Information Technology

STATUS: Exempt

SUPERVISOR: Strategic IT Manager

Union: OPEIU (Dues will apply)

FTE: 100%

SALARY GRADE: 213

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. As such, we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary: The Network Administrator is responsible for the design, development, implementation and maintenance of a -wide area network, local area network, and cloud services for Solid Ground. The Network Administrator evaluates, installs, upgrades, maintains and supports a central network -, including connectivity, hardware and software, several remote network sites in Seattle, and user workstations for up to 200+ users in multiple locations, and cloud technologies. Additionally, the Network Administrator provides advanced user support, coordinates outside vendors, and provides day-to-day consultation with the IT staff and Facilities.

Essential Responsibilities, Duties and Tasks:

40% Physical Network: Ensure performance, maintenance, reliability, and life cycle of the network and equipment across multiple buildings, including servers, domain controllers, firewalls, modems, wi-fi connectivity, network routing, switches, cabling, servers and workstations.

Install, configure, test, update and maintain network equipment for optimal security, resiliency and performance. Network Design: Evaluate, design, propose and implement network plans. Evaluate, select, install, upgrade and maintain network hardware and software. Track utilization and assess future needs. Manage and maintain network diagram and data room standards.

- 35% Cloud Administration: Administer, configure, and support Microsoft 365 and Azure cloud services including Entra, Exchange, Storage, Defender, and mobile device management policies. Manage other cloud services including backup, firewalls, wi-fi platform, computer and user monitoring, ISPs, print and document management services, and cloud telephony system. Respond to cybersecurity incidents and assist in digital forensics analysis.
- 20% Provide advanced user support. Install, maintain and troubleshoot agency workstations in conjunction with IT team member(s). Diagnose software, network and hardware problems. Ensure all user support issues are managed and resolved in a timely manner.
- 5% Participate in program, department, anti-racism initiatives and agency meetings and relevant trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

*****PLEASE NOTE: Local applicants will be prioritized for consideration.***

Education and Experience:

Requires the following:

- Four years' experience in computer support and network administration, including Microsoft cloud technology. Including in-depth experience of networking hardware and design issues, components, and interoperability between hubs, switches, routers. Also required experience with Cloud technology, Microsoft 365 tenant administration, Azure, and PowerShell. Experience with mobile device management (MDM) solutions, particularly Microsoft Intune.
- Bachelor's degree in computer science or related field. Two years additional relevant experience can be in lieu of degree.

Minimum Qualifications:

- Detailed knowledge of wi-fi networks.
- Knowledge of standard monitoring tools.
- Knowledge of security principles.
- Detailed knowledge of common user software including Outlook, Teams, Sharepoint, and Adobe.

- Proficient understanding of internet protocols and principles, network routing, internet numbering, DHCP, DNS, VPN, TCP/IP, SMTP, and network authentication technology.
- Working knowledge of multi-function devices, printing services and document cloud services.
- Effective communication skills, both oral and written.
- Ability to work individually in a self-directed manner, and as part of a team in group projects.
- Ability to take general direction and apply it to specific circumstances as the situation requires.
- Ability to work under pressure caused by tight deadlines.
- Excellent organizational abilities, initiative and attention to detail.
- Ability to travel within Seattle.
- Ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.

Physical Demands/Working Conditions: This position works in an office setting performing computer work 75% of the time, 15% of the time in-person support for users at workstations, and 10% installing and maintaining equipment. Position requires employee to lift/carry 20-75 pounds occasionally (servers, monitors, racks, and other equipment), 5-20 pounds occasionally, and 1-5 frequently. Push/pull requires 5-50 pounds occasionally (cart equipment), 1-5 pounds frequently (files). Position requires the ability to sit, stand, kneel, and crouch underneath desks, racks, and behind furniture as needed. Stairs are required.

Hours & Compensation: This is a regular 40-hour week, exempt, union position. Evening work and weekends sometimes may be required. The starting salary is \$92,386.00 annually per union contract. The salary range is \$92,386 - \$121,900. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.