



401 E. Winding Hill Road, Suite 200D  
Mechanicsburg, PA 17055  
Phone: (717) 766-1911  
Fax: (717) 620-0584  
[www.digitalplanetinc.com](http://www.digitalplanetinc.com)

## **Computer Network Support/Administrator**

### **Job Summary:**

This position is responsible for the daily maintenance, break/fix and planning of our customer's computer networks. The ideal candidate will have experience in managing multi-user and multi-server environments. Qualified candidates should have 3-5 years professional computer network support experience as well as formal training with the ability to work independently as well as collaboratively while managing the various networks through a team process.

### **Organizational Status:**

This position reports to the Computer Network Support Supervisor.

### **Roles & Responsibilities:**

- Ability to troubleshoot and manage Microsoft Windows Server 2003 and higher
- Knowledge of Microsoft Exchange Server Technologies
- Knowledge of networking protocols
- Knowledge of Cisco products
- Configure and manage site-to-site and client access VPN's
- Configure VLAN's
- Knowledge of VOIP phone systems
- Demonstrated ability to design multisite networks
- Demonstrated ability to administer a 250+ node network including firewalls
- Demonstrated ability to support networked printers and photocopiers
- Demonstrated working knowledge of current communication devices and protocols, server and desktop technologies
- Orientation and training of new staff
- Ability to negotiate hardware/software service and technical support contracts with vendors
- Ability to manage multiple products, activities and tasks simultaneously
- Supervising, coaching and mentoring of network services assistant position
- Ability to document networks using Visio or Smartdraw
- Ability to troubleshoot user needs in relation to client software, i.e. Microsoft Office

### **Qualifications & Requirements:**

- BA/BS in Computer Science or related technical field with a high GPA
- 3-5 years computer network support experience
- Microsoft Certified Systems Engineer (MCSE)
- Have a logical thought process
- Be passionate about network design and have an interest in emerging technologies

### **Term:**

This position is planned as a permanent, full-time position.

If you are interested in a career at Digital Planet, please email us at [careers@digitalplanetinc.com](mailto:careers@digitalplanetinc.com).

Posted: December 2, 2011

Announcement will be posted until position is filled