JOB ANNOUNCEMENT
NETWORK ADMINISTRATOR
INFORMATION TECHNOLOGY
(Internal and External)

For over 50 years, Legal Aid Chicago has provided free civil legal assistance to people living in poverty in metropolitan Chicago. Each year out attorneys, volunteers, and staff help resolve legal problems, including domestic violence, consumer fraud, immigration, employment, and unfair evictions.

JOB SUMMARY:
The Network Administrator works closely with the Director of Information Technology and is responsible for managing and troubleshooting Legal Aid Chicago's network and telephony, running reports on system health and usage, providing input and completing tasks on major technology projects, setting up user accounts, and providing technical support to staff. S/he also will participate in the design and management of Legal Aid Chicago's knowledge management system (SharePoint Online and Office 365) and case management system (LegalServer).

ESSENTIAL JOB RESPONSIBILITIES:
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Manage Network Servers and Telephony. Manage and troubleshoot all network servers, such as domain controllers, file, database, and other application servers. Manage and troubleshoot all telephony equipment, such as the PBX, fax, voice mail server, and computer telephone integrated systems. Manage and troubleshoot networking equipment, such as routers, firewalls, switches, and gateway security devices. Manage and troubleshoot email and other electronic communications systems, from back-end mail flow to the end-user client. Write technical documentation as necessary.

Manage Daily Network Administration. Perform routine reports on system health and usage, with recommendations as appropriate. Manage day to day network administration, e.g. creation/deletion of accounts, backups, etc. Maintain proficiency with all equipment, computer hardware, and software necessary to perform the duties of the position.

Input on Major Technology Projects. Participate in the ongoing design and maintenance of the case management and knowledge management systems. Assist system architects and
onsite administrators with design and implementation of new technologies. Perform system audits and complete necessary due diligence in preparation for new technologies.

**Technical Support.** Assist the Computer Specialists with providing help desk functions, e.g. answering staff questions and solving minor computer problems. Assist with staff training. Write user documentation and training guides as necessary.

**QUALIFICATIONS:**
The following generally describes the knowledge, skills, and abilities required to enter the job or which must be learned within a short period of time in order to successfully perform the assigned duties.

**Knowledge, Skills, and Abilities.** Required at this level is a demonstrated understanding and experience of network administration in a business setting. Nonprofit and/or legal experience is a plus. Ability to prioritize, meet deadlines, and complete assignments in a timely manner. Must be organized, flexible, and able to multi-task. Ability to individually as well as in teams, and be flexible in a dynamic environment. Excellent customer service and documentation skills.

**Education and Experience.** Requirements at this level include:

A Bachelor’s Degree in Computer Science or a closely related discipline.

At least two (2) years’ experience with each of the following:
- Office 365 infrastructure (i.e. Azure services, InTune, Spam/Virus Protection, Teams, SharePoint)
- Active Directory, DNS, and DHCP
- Windows Server 2012/2016 administration
- Virtual Servers with either VMWare or Hyper-V

At least four (4) years’ experience with each of the following:
- Providing end user technical support
- Supporting computers with Windows 8.1/Windows 10

Experience with Cisco phone systems, Aruba hardware, and Powershell scripts preferred.

Experience working with a diverse workforce is a plus.

**PHYSICAL DEMANDS:**
Must possess mobility to work in a standard office setting and use standard office equipment, servers, and network equipment. Must be able to operate a motor vehicle and to visit various sites; vision to read printed materials and a computer screen and ability to distinguish colors; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification frequently require bending, stooping, kneeling, reaching, lifting, pushing and pulling drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds with the use of proper equipment.

**To Apply:**
Send a cover letter, resume, and the names of two professional references to: resume@legalaidchicago.org. Please type “Network Administrator” in the email subject line. **This position will remain open until filled.**

Legal Aid Chicago is firmly committed to creating a diverse workplace and is proud to provide equal employment opportunities to all applicants and therefore does not discriminate on the basis of creed, color, national origin, sex, gender identity, sexual orientation, age religion, marital or parental status, alienage, disability, political affiliation or belief, military or military discharge status, or ex-offender status. Applicants who have experiences with our client communities are encouraged to apply.