

<u>Title:</u>	Network Administrator
<u>Business Unit:</u>	Information Technology (IT)
<u>Executive Leadership:</u>	EVP & Corporate Counsel
<u>Location:</u>	Exton, PA Office (620 Pennsylvania Drive, Exton, PA 19341)
<u>Classification:</u>	Exempt (Salaried)
<u>Position Summary:</u>	World Travel, Inc. seeks a Network Administrator to assist with network configuration and infrastructure management of servers, switches, routers, cellular, and UPS/power systems. A successful candidate must have hands-on experience with Cisco products, VoIP including Cisco Call Manger/Contact Unified Center Express (UCCX) (experience with Packaged Contact Center Enterprise (PCCE) is a plus), and EMC backup products. World Travel, Inc. is contemplating a significant network upgrade in the next 12-18 months. This position provides a dynamic technologist the opportunity to have significant influence on this project. An intelligent, articulate, and persuasive leader who is able to communicate information technology and security-related concepts to a broad range of technical and non-technical staff will be successful in this role.
<u>Essential Duties and Responsibilities:</u>	<ol style="list-style-type: none"> <li>1. Traditional network administration tasks: <ol style="list-style-type: none"> <li>a. Administration, network configuration, and infrastructure management for servers, switches, routers, wireless infrastructure, cellular, UPS/power systems;</li> <li>b. Manage Internet Protocol address space;</li> <li>c. Support domain name service (DNS);</li> <li>d. Configure and maintain system, network service and user accounts;</li> <li>e. Install and sustain VoIP devices, switches, and cable;</li> <li>f. Plan and execute software and hardware upgrades and revisions;</li> <li>g. Conduct system analyses to resolve configuration and equipment problems; and</li> <li>h. Troubleshoot hardware, software, and network problems.</li> </ol> </li> <li>2. Assist with evaluation of current IT infrastructure and develop strategic plan for significant network upgrade in 2019, in conjunction with potential simultaneous telephony/omnichannel (call/email/text) software and hardware upgrade.</li> <li>3. Assist with management of all aspects of IT security, including applications that may be managed by other departments and outsourced</li> </ol>

	<p>IT Security (currently ReliaQuest).</p> <ol style="list-style-type: none"> <li>4. Escalation point for Workstation Support (i.e., help desk for individual computer &amp; phone break/fix).</li> <li>5. Assist with the procurement, installation, and maintenance of all computer hardware and software, and all related products, supplies, and/or accessories, necessary to keep computer systems operable and to fulfill requests for computer support.</li> <li>6. Keep apprised of state-of-the-art developments through attendance at trade and professional meetings, review of literature, and supplementary educational activities.</li> <li>7. Evaluate new equipment, software and processes continuously, recommend changes as appropriate, and supervise all installation.</li> </ol>
<p><u>Qualifications:</u></p>	<ol style="list-style-type: none"> <li>1. Must have hands-on experience with Cisco Call Manager, Cisco Unified Contact Center Express (UCCX); experience with Packaged Contact Center Enterprise (PCCE) is a plus.</li> <li>2. Must have hands-on experience with Cisco networking devices, products, and services.</li> <li>3. Must have experience with all Microsoft products and services</li> <li>4. Must have experience with EMC storage and backup products and services.</li> <li>5. Successful experience with business continuity planning, auditing, and risk management, as well as contract and vendor negotiation.</li> <li>6. An ability to work in high stress environment with changing demands/deadlines; ability to quickly re-prioritize tasks.</li> <li>7. An ability to lead, inspire, and motivate all levels of staff.</li> <li>8. Must have an ability to think and act strategically and proactively.</li> </ol>
<p><u>Required Education and Work Experience:</u></p>	<p>B.S. in Computer Science, Information Technology, or related field.</p> <p>At least 3 years' experience in progressively senior technology roles with users located in multiple locations and large virtual workforce.</p>
<p><u>Physical Requirements:</u></p>	<p>Must be able to sit for long periods of time.</p> <p>Must be able to lift objects 25-30 pounds or less.</p> <p>Must be able to work odd/off-shift hours, including very late at night and/or weekends to meet company and project needs.</p> <p>Must be able to work more than 40 hours per work week.</p>