

<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"> 1. Traditional network administration tasks: <ol style="list-style-type: none"> a. Administration, network configuration, and infrastructure management for servers, switches, routers, wireless infrastructure, cellular, UPS/power systems; b. Manage Internet Protocol address space; c. Support domain name service (DNS); d. Configure and maintain system, network service and user accounts; e. Install and sustain VoIP devices, switches, and cable; f. Plan and execute software and hardware upgrades and revisions; g. Conduct system analyses to resolve configuration and equipment problems; and h. Troubleshoot hardware, software, and network problems. 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. 3. Assist with management of all aspects of IT security, including applications that may be managed by other departments and outsourced

	<p>IT Security (currently ReliaQuest).</p> <ol style="list-style-type: none"> 4. Escalation point for Workstation Support (i.e., help desk for individual computer & phone break/fix). 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. 6. Keep apprised of state-of-the-art developments through attendance at trade and professional meetings, review of literature, and supplementary educational activities. 7. Evaluate new equipment, software and processes continuously, recommend changes as appropriate, and supervise all installation.
<p><u>Qualifications:</u></p>	<ol style="list-style-type: none"> 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. 2. Must have hands-on experience with Cisco networking devices, products, and services. 3. Must have experience with all Microsoft products and services 4. Must have experience with EMC storage and backup products and services. 5. Successful experience with business continuity planning, auditing, and risk management, as well as contract and vendor negotiation. 6. An ability to work in high stress environment with changing demands/deadlines; ability to quickly re-prioritize tasks. 7. An ability to lead, inspire, and motivate all levels of staff. 8. Must have an ability to think and act strategically and proactively.
<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>