

Server / Network Admin (Brooklyn Center)

RYMARK is a local Managed Service Provider (MSP) providing proactive security IT support to small-mid-sized businesses, small government, private EDU and nonprofit organizations. Join our successful team.

Position Overview

Provide a superior level of assistance to clients in resolving requests, working on projects as assigned, and maintaining the help desk ticketing system in an accurate and efficient manner. Conduct and support the vision and technical goals of RYMARK.

Responsibilities and Duties:

1. Provide solutions efficiently in a fast-paced environment while simultaneously managing multiple service requests. Follow complex written and oral directions.
2. Server Administration: Design, implement, and manage Windows Server environments running on physical and virtual machines.
3. Network Administration: Design, implement, and manage physical and virtual networks, including firewalls, managed switches, VLANs, etc.
4. Security Administration: Implement and manage security technology. Maintain secure Windows domain environments using Group Policy and other methods. Work with vendors to implement and manage EDR, DNS protection, email filtering, and other solutions.
5. Help Desk Ticketing System: Assist in managing and maintaining the existing help desk tracking system (ConnectWise). Update data and tickets as required.
6. Help Desk Support: Provide phone, remote and onsite support for client desktop/laptop systems, networks, and servers. Install and configure workstations per RYMARK's standards. Install and provide support for business applications. Utilize third party vendor support to resolve proprietary issues.
7. Maintain and update knowledgebase as needed.
8. Support and maintain RYMARK's core values: Customer above all else, Do the right thing, Team Player, Security and Problem Solver.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Certificate of Completion in Computer Electronic Technology/Computer Information Systems from an accredited vocational or technical school requiring two or more years of full-time status for completion.
- 4+ years of practical experience with managing Windows Server environments.
- 4+ years of practical Firewall and Network experience in diverse environments.
- 4+ years of practical experience repairing computers, troubleshooting operating systems and applications.
- 4+ years of practical experience with VMware and Hyper-V implementation and management.

Other preferred skills and abilities:

- Microsoft Azure
- Microsoft Certifications (MCSA, MCSE)
- WatchGuard, ConnectWise and Continuum experience
- Server backup software experience (Veeam preferred)
- Office 365 products, services, and management
- Mobile Device Management
- Demonstrated ability to work with diverse groups of people regardless of race, sex, or age

Physical Demands: Must be able to sit for extended periods of time. Job has extensive phone and computer usage, so effectively operating a computer is a must. Position requires lifting or exerting up to 50 pounds occasionally and/or 20 pounds of force consistently to move objects.

Hours of operation are Monday to Friday from 7:00am to 5:30pm - some weekends and after hours.

Please apply online: <https://www.rymarkit.com/join-our-team.html>