Coast Central Credit Union
Where YOU are central

JOB DESCRIPTION
Network Administrator

Department	Information Technology & Digital Solutions
Reports to	Assistant Vice President, Information Technology
Supervises	N/A

Job Summary

Under general supervision, assists in networking and security operations. Assists with patching and vulnerability management. Reviews reports and alerts. Fulfills network requests and resolves Internet communication troubles. Assists the team in ensuring member services are operational 24x7 and supports the organization's strategic goals and objectives.

Essential Functions

- Understands and accurately responds to complex verbal and written communications with clear and accurate verbal and written responses.
- Translates technical issues and complicated computer concepts into simple language understandable by all teams at the credit union.
- Operates, maintains and troubleshoots a variety of security and network hardware and software.
- Reads and comprehends technology and security manuals, instructions, correspondence and online documentation in support of current and new technology.
- Creates and edits technical documentation, providing clearly-understandable and grammatically-accurate information for employees. Reviews existing documentation to ensure accuracy and ensure it is understandable by non-I.S. employees.
- Exercises mathematical and conceptual abilities in the development of cost/benefits analysis and other projects requiring abstract reasoning and judgment.
- Uses, operates, installs and repairs machinery requiring fine motor and manual dexterity.
- Lifts, carries and stocks equipment and supplies weighing up to 50 lb. as needed.
- Demonstrates a willingness and enthusiasm for learning and self-development.

- Must be able to sit and/or stand for long periods of time. Must be able to bend, squat, and reach.
- Attends out-of-area training and seminars (requiring overnight stays) as appropriate.
- Able to work flexible hours, including nights, weekends, and holidays as assigned.
- Performs other duties as assigned

Required Knowledge, Skills, and Abilities

- Requires demonstrated experience in network systems, administering or operating switches, routers, and firewalls (such as Cisco, Palo Alto, Juniper, Fortinet, etc.) Candidate should be capable of basic operations with network gear including troubleshooting circuits from internet providers such as Fiber, MPLS, Cable or Cellular.
- Requires basic experience in Information Security, including vulnerability management, patch management, and antivirus management. Candidate should have experience monitoring systems for security incidents, analyzing security events and researching and identifying a course-of-action.
- Requires demonstrated experience managing enterprise systems such as Windows and Linux. Windows 11, Windows Server, and Linux Server experience preferred.
- Ability to work effectively and productively with staff.
- Presents a professional image.
- Ability to work with minimal supervision and on a flexible time schedule.
- Understands and accurately responds to complex verbal and written communications with clear and accurate verbal and written responses.
- Translates technical issues and complicated computer concepts into simple language understandable by all teams at the credit union.
- Operates, maintains and troubleshoots a variety of security and network hardware and software.
- Reads and comprehends technology and security manuals, instructions, correspondence and online documentation in support of current and new technology.
- Creates and edits technical documentation, providing clearly understandable and grammatically accurate information for employees. Reviews existing documentation to ensure accuracy and ensure it is understandable by non-I.S. employees.
- Exercises mathematical and conceptual abilities in the development of cost/benefits analysis and other projects requiring abstract reasoning and judgment.

- Demonstrates a willingness and enthusiasm for learning and self-development.
- Attends out-of-area training and seminars (requiring overnight stays) as appropriate.
- Able to work flexible hours, including nights, weekends, and holidays as assigned.

Education and Experience

- High school diploma required. Associate's degree or higher in Computer Science, Information Systems, or related field, or equivalent experience preferred.
- Entry-level certification in networking (e.g., CompTIA Network+, Cisco CCNA, or similar) preferred.
- Minimum 2 years of experience supporting and maintaining network solutions (switches, routers, firewalls, VPNs, etc.) preferred.
- Experience with Windows environments and virtual servers required.
- Experience in financial services preferred.

Additional Requirements

- Candidate must be bondable and possess a valid driver's license.

Physical Requirements

This is a moderately sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; 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 or calculator at a reasonable speed, and to operate standard office equipment. Person(s) in this classification occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.