



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	990232014	<b>Last Revised:</b>	12/09/2021
<b>Position Title:</b>	Network Administrator	<b>Department:</b>	Infrastructure
<b>Reports to:</b>	Infrastructure Services Manager	<b>Division:</b>	Office of Information Technology

**Primary Function:** Works directly with the Infrastructure Services Manager in planning, designing, executing, implementing, modifying, and evaluating a variety of complex technical projects related to the tribal network. Analyzes network processing requirements to plan a network that will provide system capabilities required for projected workloads and plans layout and installation of new network equipment or modification of existing systems. Performs technical and repair functions in support of the Office of Information Technology and all Tribal Programs. Staying abreast of modern best practices to ensure the most efficient and secure configurations for the present and future of EBCI OIT network infrastructure.

### Job Duties and Responsibilities:

- Next Generation Firewall deployments and configurations
- Interact with internal and external customers / clients in a polite and professional manner.
- Maintaining, Configuring, and updating of Next Generation Firewall
- Maintaining, Configuring, and updating of all network switch equipment
- Administrator of the central switch management console
- Maintaining, Configuring, and updating of wireless controllers
- Managing accurate Firewall policies and ports with security as the highest priority
- Configuring virtual LANs
- Ability to configure switch equipment from Command Line Interface (CLI) via SSH
- Works in junction with other departments to fulfil networking needs
- Assist the IS Manager with development, deployment and enforcement of network policies and procedures.
- Configuring of Network Security Groups within cloud services
- Microsoft Azure cloud configurations with regards to Virtual Network peering
- Understanding of Hub and Spoke Architecture
- Configuring routing protocols
- Understanding of Multiprotocol Label Switching (MPLS)
- Understanding of TCP/IP Internet Protocol address scheming
- Ensures all documentation for network infrastructure is accurate and resilient
- Administrator of Virtual Private Network authentication and authorization
- Planning of network software and hardware upgrades with minimal down time
- Resolution and closing of network service tickets
- Performs analysis of network needs to contribute to the design architecture, integration, and installation.
- Maintains a backup inventory of equipment as necessary for the contingency of tribal

network operations.

- Network troubleshooting of hardware and software components as required.
- Provide end users with great and professional network technical support.
- Updates, tests, and installs necessary network software and hardware.
- Works closely with Systems Administrator(s) and Security on design and implementation
- Perform all duties according to established safety guidelines and tribal policies.
- Performs any other duties assigned by IS manager.
- Install, troubleshoot, maintain network cabling
- Provides updates, status and completion information to management, and users, via voice mail, email, or in-person communication.
- Visits vendors to learn about available network products, enhancements, or services.
- On call 24/7 for network emergencies.
- Stays abreast of rapidly changing technology and assists in determining future changes.

**Education  
/Experience:**

- Four-year degree in an Information Technology field plus 6 years of experience in information systems or an equivalent combination of education and experience. Certificates are not a must but a plus.
- Knowledge of Network Security best practices is required.
- Experience of one (1) year working with the installation, maintenance, and administration of various network appliances, virtual LANs, TCP/IP, DHCP, configuration of routing protocols and enterprise switch and Firewall management is required.
- Strong technical background and experience, two to three (2-3) years in Wide Area Networks (WAN)/local Area Networks (LAN) is required.
- Must have experience of one (1) year working with concepts and technologies of Information Systems and Multiprotocol Label Switching (MPLS). Experience with switch configurations.
- Valid NC Driver's License required.

**Job Knowledge:**

Must have an advanced working knowledge of network systems technology including managed switches, enterprise Firewalls, and managed wireless systems. Requires advanced computer skills. Requires the ability to troubleshoot and resolve network system user problems. Requires good communication skills, both written and verbal. Requires the ability to read and interpret technical computer manuals and program application instructions as well as a dependency on documentation. Interpersonal skills are required along with tact, decorum, and professional etiquette. It would take 18-24 months on the job to become proficient.

**Confidential Data:**

Has indirect access to most Tribal financial data, vendors, personnel files, memos, and financial standing of affairs. A part of the financial information is public record; however, most is not and must be kept confidential. Must adhere to the nondisclosure/confidentiality agreement of the Tribe in performance of duties.

**Mental / Visual /  
Physical Effort:**

Ability to be mindful of details and mentally staying focus for extended periods of time are required with systems problems and applications. Subject to frequent interruptions requiring varied responses. Must be able to multi-task. Physical efforts require mobility, reaching, climbing, bending, manual dexterity, and visual acuity. No sleeping on the job. Willing to climb ladders and lift equipment weighing up to 50lbs

**Environment:**

Works in a normal business office environment with frequent travel to tribal program locations. Will also be readily available always to perform duties from any location when called.

**Responsibility for Accuracy:**

We support the EBCI Tribal Government. We must use professional judgment to interpret and prioritize to provide for the needs of the Tribal programs. Computers, email, and other information system components must be set up to ensure that they are providing the intended service. If these services are interrupted, all communications will go down, and it could cost the tribe financially, and otherwise.