



**GENESEE/ORLEANS COUNCIL ON ALCOHOLISM AND SUBSTANCE ABUSE, INC.  
JOB VACANCY**

**NETWORK ADMINISTRATOR**

**REPORTING RELATIONSHIP:** Under the direct supervision of the IT Director.

**SUMMARY OF DUTIES:** Part time. 17.5 hours per week. GCASA is looking for a responsive, highly productive professional who can work well in a team environment and with vendors to ensure continued success through daily duties. Maintain a reliable, secure and efficient data communications network for multi-site operation. Deploy, configure, maintain and monitor all active network equipment in order to ensure smooth network operation. Administer and maintain a virtual server and desktop environment (VMware). Must coordinate between the company's IT Director, external vendors, and contractors about IT-related infrastructures and developments. Consult with management on any issues that arise and advise about potential fixes or efficiency controls. Respond to customer inquiries in a courteous and professional manner. Create, document, and escalate issues and problems according to ticketing standards. Provide support for escalated service desk tickets following established protocols. Provide desktop, server and network support (including administering and maintaining end user accounts, password resets/unlocks, and email setup and support). Monitor assigned tickets and tasks and provide service or escalation as necessary. Deliver technical customer support over the phone and in person, following support processes. Perform remote and onsite scheduled maintenance. Accurately enter and maintain case information including notes and resolution. Adhere to departmental policies for reporting and managing requests and change control. Participate in emergency on-call rotation schedule and other duties as required.

**QUALIFICATIONS:** Strong understanding of available tools to assist in daily tasks. Ability to troubleshoot server-based software issues with: Microsoft Windows Server 2008/2012/2016, Microsoft Windows Active Directory Infrastructure, Microsoft Exchange 2010/2013, and Microsoft Office 365. Basic understanding of DNS, Firewalls, DHCP, Assist with StorageCraft's ShadowProtect backup software. Knowledge of various server/workstation peripherals such as USB/NAS drives. In-depth knowledge of workstation/server hardware and software troubleshooting abilities. Working knowledge of computer equipment; general understanding of storage solutions. Strong skills in troubleshooting and resolving workstation based software issues with: Microsoft Windows 7, 8, and 10, Microsoft Office 2007 / 2010 / 2013 / 2016, Microsoft Office 365, Domain and workgroup environments. **Education and Experience:** Associates Degree in Computer Science/related field or equivalent experience required. 3+ years of relevant experience in supporting complex networks and/or providing technical support required. Ability to administer a virtual environment, servers and desktops. (VMware Certified preferred). MCP/MCSA/MCSE/MCTS/MCITP Certifications - preferred. CompTIA A+ and Network+ preferred. Proficient in Microsoft SQL Database management and manipulation preferred.

Must have valid NYS license and method of transportation. Must be addiction free, including tobacco. Pre employment background/post offer drug screening required for external candidates. This is an hourly nonexempt position. EOE

**LOCATION:** 430 East Main Street, Batavia, NY 14020

**FOR MORE INFORMATION OR TO APPLY:**

Apply online with a cover letter and resume to:  
GCASA, Attn: Human Resources  
430 East Main Street  
Batavia, NY 14020  
Phone: 585-815-1801  
Email: [kcorcoran@gcasa.org](mailto:kcorcoran@gcasa.org)

**POSTED:**

5/24/2018

Genesee/Orleans Council on Alcoholism and Substance Abuse does not discriminate on the basis of race, creed, color, national origin, sexual orientation, age, disability, or marital status as decreed by Law, and is in compliance with Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973.