



Content Design Architect - Network Engineer

General responsibilities: The primary responsibilities for this position are frontend desktop support, backend system server setup and maintenance, and network security ensuring effective and efficient operation with a high degree of up-time for Saint Mary's Press. Key qualities are leadership, flexibility, organization, creative problem solving, and a customer service attitude.

Specific operating responsibilities:

Desktop Support

- Track and respond to helpdesk requests in a timely manner and share simple troubleshooting techniques with users.
- Set-up and maintain user hardware and install software (for OS X and Windows 7, 8), implementing upgrades as necessary.
- Participate in all phases of hardware and software life cycle; research and recommend new technologies to implement as needed.
- Conduct training for staff on technology as needed.
- Be available for before and after hours desktop support.
- Mobile workforce support; hardware, software.
- Mobile device management and software entitlement.

Server Administration

- Create a vision for, improve, and manage the IT infrastructure.
- Install, manage, and update network servers and devices.
- Firewall and VPN management.
- Manage and support SAN and NAS storage systems.
- Manage and support internal/external telephony systems and equipment.
- Backup and recovery systems.
- LAN and wireless infrastructure management

General

- Coordinate with vendors as needed for maintenance or purchase of hardware and software; keep commonly used supplies and parts in stock as necessary.
- Track SMP owned equipment, software, technology assets, as well as equipment used by off-site employees and run reports as such for disaster recovery purposes.
- Follow, promote and evolve existing technology policy as required to meet audit guidelines.
- Attend trade shows with the marketing department as necessary to provide IT support.
- Other duties as assigned.

Knowledge and Skills:

- Bachelor Degree in Computer science or related technical field or equivalent job experience
- Experience with Microsoft Windows Server 2008 – 2012R2 as well as RHEL
- Lync Server 2013
- Remote Desktop Services 2008R2
- Experience with server virtualization technology
- Experience with back-up systems and processes
- Understanding of network setup and network security (CCNA, CCNP or CCIA a plus)
- Aptitude for continuous learning
- Demonstrated communication skills, team work, and willingness to be of service to internal and external customers
- Experience with XML and Content Management Systems is a plus