

WANTED: Network Technician

Allan Collaunt Associates, Inc. (ACA), a small behavioral health data management and consulting firm in suburban Philadelphia, seeks a self-motivated, detail-oriented professional for the full-time position of Network Technician. Job responsibilities focus on maintaining a reliable network with maximum uptime for both our organization and at designated client sites. The position provides a challenging opportunity for a highly motivated individual to build on their current knowledge and gain experience with Cisco technologies and expertise in the management and support of Microsoft servers, workstations, and laptops.

Responsibilities:

- Maximize network uptime by monitoring performance, troubleshooting network problems and outages, and scheduling upgrades
- Monitor system performance and implement performance tuning
- Collaborate with third-party support vendors to maximize network uptime
- Implement, maintain, and support Cisco network equipment, specifically Adaptive Security Appliance (ASA), switches, routers, and Wireless Access Points (WAPs)
- Provide Cisco and Microsoft technical support for internal users and designated client sites
- Interact with internal users and clients, at all levels, to resolve IT-related issues and provide solutions in a timely manner
- Respond to wired and wireless network connectivity issues
- Act as the technical support point person for designated client sites
- Identify, implement, and maintain technologies in response to business and security needs
- Ensure successful backup of data on all servers utilizing Barracuda backup servers
- Secure network systems by establishing and enforcing security policies, defining user roles, and monitoring access
- Participate in offsite Disaster Recovery testing to ensure business continuity
- Create and maintain documentation of system and network procedures
- Must be able to lift up to 50 lbs. without assistance
- Travel to designated client sites, as required

Education and Experience Requirements:

- Bachelor's degree in Computer Science or related field
- At least 5 years' experience in an IT support role
- Must have a vehicle, maintain a valid driver's license and safe driving record
- Proficient in Microsoft server management, software installations and upgrades
- Self-starter with the ability to work independently in-house and at client sites
- Attention to detail and accuracy a must
- Excellent analytic, interpersonal, verbal and written communication skills
- Exceptional customer service skills

ACA Offers:

- Competitive base salary and attractive benefits package
- Pleasant, modern working environment
- Professional level employment policies

To Respond:

Send resume, cover letter, and salary requirements to: DA@acainc.com

