

Ithaka
Network Administrator
Princeton, NJ/New York, NY

Supported by the Mellon, Hewlett and Niarchos Foundations, Ithaka is an independent not-for-profit organization dedicated to helping accelerate the adoption of productive and efficient uses of information technology for the benefit of the worldwide higher education community. Our initial focus is on helping promising not-for-profit projects develop sustainable organizational and economic models. Ithaka is affiliated with JSTOR and ARTstor, and is currently incubating three new initiatives: Portico, an effort to build a trusted and reliable archive of born-electronic journals; Aluka, a project with an aim to make primary source material from the developing world more widely available in digital form; and NITLE, an effort to help smaller colleges make full use of new electronic and networking technologies to support teaching and research. We are a small, growing entrepreneurially-minded organization that values teamwork, a collegial spirit and collaboration.

Ithaka supports the affiliated and incubated entities through the provision of three types of services: 1) strategic services, through which we offer strategic advice based on our combination of experience and access to a unique network of relationships with leaders in higher education, philanthropy, business and technology; 2) shared services, which includes provision of administrative, financial and technical services. The objectives of the shared services are to lower costs and increase effectiveness for the affiliated and incubated entities while enabling them to focus on mission-specific activities; and 3) research, which is dedicated to supporting the cost recovery goals of affiliated and incubated entities while also informing the general higher education community of the impact of new technologies.

Ithaka seeks an energetic and dynamic person as a Network Administrator. The Network Administrator will report to the Ithaka Systems Group Manager. The person who fills this position will be part of a small team that provides network administration to all the public, internal, and desktop networks of the affiliates. Because the affiliates are geographically dispersed, the position provides an opportunity to work closely with various commercial ISPs as well as a number of universities including the University of Michigan, Princeton University and the University of Manchester in the UK. The position requires imagination and creativity in the deployment of state-of-the-art technology to meet the needs of the affiliated institutions.

The job includes, but is not limited to, the following tasks:

- ✓ responsibility for maintaining the required uptime of each network -- this includes ensuring that the public services of the affiliated organizations have greater than 99.9% uptime;
- ✓ design, installation, configuration and maintenance of appropriate network infrastructures including switches, routers, wireless access points, and telecommunications equipment to support the affiliates;
- ✓ building and maintaining the network load balancing of the affiliates' software applications (currently using Radware and Alteon web switches);

- ✓ maintaining network security, including installation and maintenance of CheckPoint firewalls, VPN, and intrusion detection systems for the offices and the public services;
- ✓ responsibility for reliability and tuning of LAN and WAN performance;
- ✓ performing network troubleshooting to isolate and diagnose network problems;
- ✓ contributing to an annual IT capacity plan and recommending new IT hardware and software solutions;
- ✓ providing informational updates to the information technology help desk system on a limited basis;
- ✓ working with vendors on the purchase and maintenance of hardware and software;
- ✓ managing ISP contracts and negotiations;
- ✓ providing users with network technical support and responding to the needs and questions of users concerning their access to network resources;
- ✓ maintaining an adequate level of knowledge of operating system, application software and user requirements at each affiliate to ensure the networks will support the needs of the various users;
- ✓ develop and implement plans to monitor all networks so that problems are avoided or are found and solved prior to users encountering them;
- ✓ providing metrics of uptime, throughput and other variables to the Systems group manager and the CEOs and CTOs of the affiliates as necessary;
- ✓ document system configurations for periodic auditing and business continuity testing.

Travel between the offices will be required, as is after-hours support and pager response.

The person who fills this position will need to work closely with the shared information technology team to capacity plan and solve problems for Ithaka and all of the affiliates. It will be common within the affiliates to build cross-function teams to address problems and tasks as needed, and at times the shared services staff will participate on these teams. Flexibility, customer service and team work are intrinsic to Ithaka and will imbue every activity of the unit.

Required Skills and Experiences

- A bachelor's degree or equivalent in education, training and experience
- Both Cisco and Checkpoint certifications are required
- Must have proven experience creating and maintaining a number of disparate networks over a number of geographical locations in a variety of sizes
- Must have four to six years of progressively greater responsibility with network management supporting a Windows and UNIX environment
- Proven experience with TCP/IP is required
- Excellent software/hardware troubleshooting skills and excellent customer service skills are also required
- Must have prior experience taking projects from beginning to end with little direct supervision.
- The ideal candidate will have good problem-solving skills and the ability to manage multiple tasks.
- The ability to work in a collegial fashion, to think creatively, and to come up with innovative solutions to unique problems are key requirements.

- Must be able to work well in a geographically dispersed team environment, with minimal supervision.
- Must be able to communicate effectively through writing in e-mail discussions, via phone conversations, over instant messenger, via written proposals, and through documentation.
- The candidate should have a proven ability to interact well with vendors.
- Must have proven experience as a productive member of a team.

Microsoft, Linux and/or UNIX certifications are highly desirable. Experience with Windows or UNIX systems administration is highly desirable.

The Shared Information Technology unit of Ithaca will be a service provider to Ithaca and the affiliates. The requirements, goals, and positions within the unit will be developed by the staff in conjunction with the CTOs and CEOs of the affiliates and the Director of Shared IT. The Shared Information Technology unit of Ithaca will provide an exceptional level of service and pricing that is competitive to similar functions that the affiliates could provide for themselves or acquire through outsourcing. The Shared Information Technology unit will be at the center of affiliates and must work to find common solutions taking the system-wide concerns into account.

Salary: commensurate with experience.

Qualified candidates should submit a resume, cover letter and salary requirements to **networkadmin@ithaka.org**. We will consider each response carefully, but only contact those individuals we feel are most qualified for the position. Ithaca is an equal opportunity employer that offers a competitive salary and excellent benefits.

Ithaca is an equal opportunity employer.