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Engineering & Technology Group

Support Systems Administrator

Position:	Support Systems Administrator	**Type:**	Full Time
Hiring Mgr:	Manager Systems Operations	**Onsite Status:**	Onsite
Location:	Kingston, NY or Warwick, NY	**Date Added:**	Feb 7, 2024

Position Summary

The Support Systems Administrator is part of Archtop Fiber's Network Operations group and will support Archtop's Support Systems (Network Monitoring and Management systems). This position will work closely with the Manager Systems Operations and others in senior leadership to deploy and support tools used to monitor and provision network systems, equipment, and applications. These systems are critical to the operation of Archtop's network infrastructure, edge routing, and access platforms. The Support Systems Administrator will also be responsible for updating and documenting the operational processes, training material, and licenses for each Monitoring and Management system.

What you'll do:

- Be the subject matter expert for the monitoring and management systems in use on the network.
- Deploy and support tools and systems used to monitor the network equipment, servers, and routers.
- Monitor health and performance of all monitoring and management systems.
- Support all internal Archtop and external outsourced 3rd party Network Monitoring and Management Systems and recommend additions/modifications as needed.
- Provide technical training and documentation for network monitoring and management of network elements.
- Work with other team members to gather and implement monitoring, provisioning, and notification (alarming) requirements for the management and monitoring systems.
- Integrate mission critical assets into monitoring dashboards.
- Make recommendations on modifications to existing monitoring systems to align with industry best practices.

What you'll bring

- Experience with monitoring systems and provisioning systems within a Service Provider environment. Carrier and telecom knowledge is a plus.
- Four-year technology related degree from an accredited college or university. Equivalent professional experience also considered.
- Comfortable working with all levels of internal management, external trusted partners, community stakeholders, and governmental officials.
- The ability to work independently under minimal supervision – must be driven and be able to define work tasks based upon project goal and corporate objectives.
- Knowledge of network design and implementation.
- Experience with network monitoring software such as Solarwinds, Intermapper, or other monitoring software.
- Familiar with monitoring via ICMP, SNMP, REST, API, and Server Agents when needed.
- Experience with Netflow/sFlow, configuration of on equipment and servers receiving flow data.

- Skilled in SQL queries as well as SQL server.
- Knowledge of local-area networking (LAN), wide-area networking (WAN), servers, appliances, switches, routers, and firewalls.
- Understanding of IP routing, switching, and OSI model.
- Applicants must be a US citizen.
- Maintain a valid state driver's license and safe driving record.

What we offer (acquisition specific):

- Competitive salary – range for this opportunity is $55k to $75k
- Heavily subsidized medical, dental, and vision
- Holidays, PTO, and Flexible work schedules
- 401(k) w/ generous match
- Employee Assistance Program (EAP)
- Life insurance, short- & long-term disability insurance
- Employee Referral Program
- Employee discount programs

Archtop Fiber is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating a welcoming and inclusive environment for all.

Please apply directly to careers@archtopfiber.com or cfraiman@archtopfiber.com