

Network Operations Manager

Job Posting

Job Overview:

NLC is a mutual insurance company which has been writing property and casualty insurance in New England for over 150 years.

We are a progressive company seeking an energetic and skilled Network Manager. The candidate will be responsible for supervision of network, operations, and helpdesk staff to ensure availability, security, and proper functioning of NLC's computer network, infrastructure, and operations. This role will also manage the relationship between NLC internal IT staff and its Co-Managed Service Provider to ensure optimum support for our business. The Applicant must be a seasoned professional that requires minimal supervision and familiar with working in a highly complex environment. This is a hybrid role based in our company's Norwich, CT location.

Principal Duties and Responsibilities:

- Receive, process, prioritize and manage work activities to support business operations and initiatives; lead large scale projects related to improving the network, infrastructure and business processes. Ensure projects are completed in a timely manner and remain within the defined budget.
- Manage helpdesk, operations and engineering staff, maximizing results by communicating job expectations; planning, monitoring and appraising job results; coaching, counseling and disciplining employees; initiating, coordinating and enforcing systems, policies and procedures
- Responsible for all aspects of NLC's computer network and infrastructure. Ensure day to day availability and security of systems including IBM Power platform, Guidewire infrastructure, network (including Internet connection, VPNs, site to site connections, etc.), virtual environment, telephony and computer and network peripheral equipment
- Responsible for all aspects of company information and data security
- Monitor trends in emerging technology and cybersecurity. Provide recommendations to assist with future planning on all aspects of the computer systems and network infrastructure.
- Ensure system/application availability through business continuity planning and annual tests.
- Establish and maintain cooperative working relationships with other departments, vendors and third party providers. This can be from a management, advising or development capacity
- Balance schedules, scope, budgets, and resources.
- Perform other duties as assigned.
- Position requires some after hours' availability.

Qualifications:

To qualify for this position you **MUST** have these required qualifications:

- Strong knowledge of network security; including managing and maintaining network switches, routers, firewalls, IPS, email appliances and VPN's; familiarity with SD-WAN and similar technologies
- Experience using, configuring and maintaining virtualized environments (VMware) and SANs.
- Strong knowledge of Windows and Linux operating systems, client/server systems, corporate phone and voicemail systems (VOIP experience required), web servers, database servers, internet/intranet systems, and remote network access solutions (Citrix preferred), in order to coordinate, test and implement required software upgrades.
- Knowledge of cloud technologies
- Strong software build, release management, application server administration, change control skills.
- Strong technical documentation skills.
- Strong communication and interpersonal skills. Strong leadership and team management skills, with a track record of fostering a positive and high-performance culture.

Physical Environment / Requirements:

- Office Environment
- Must be capable of operating a computer for extended periods

Education/Experience/Knowledge/Skills/Abilities:

- 8+ years of experience with Network Administration.
- 3+ years of experience in a Network Management capacity
- Bachelor's degree or equivalent Professional Certification preferred.
- Network/Security certifications preferred.
- Excellent written and oral communications skills.
- Excellent interpersonal skills.
- Keen attention to detail.
- Exceptional service orientation.

Disclaimer: The above statements are intended to describe the general nature and level of work performed by Network Administrators described in this job description. They are not intended to be constructed as an exhaustive list of all job responsibilities, duties and skills required of Network Administrators so described.