



San Gabriel / Pomona
Regional Center



Network Administrator/Senior IT Technician

IT Department - Full-time, Exempt

Salary Range - \$4,756.27 - \$8,872.93 Monthly

The Organization

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school age children, transition-age youth, to adults and aging adults.

The position

Under the direction of the Information Technology Manager, the Network Administrator/Senior IT Technician will perform various computer systems support and administration. This position provides coordination, support, and training of end-user and agency systems. Planning, implementation, and maintenance of the Regional Center's Local Area Network (LAN) and Wide Area Network (WAN) infrastructure, including hardware, software, telecommunications systems, and IBM mainframe. Manages Helpdesk tickets, resolves escalations, and provides 3rd tier support for IT Specialist and Network Specialist. Conduct root cause analysis for network outages and implement preventive measures. Participate in the design and implementation of network projects and upgrades. Maintain network documentation, including network topology diagrams, configurations, and standard operating procedures. Ensure network security by implementing and maintaining security protocols and policies. Manage and resolve incoming support requests and maintain a high-level of customer service.

Essential Job Functions

- Design, configure, and maintain network infrastructure, including LAN, WAN, VPN, and wireless networks.
- Monitor and optimize network performance, security, and reliability.
- Troubleshoot network issues and provide timely solutions to minimize downtime.
- Install and configure network hardware, software, and applications, including routers, switches, firewalls, and servers.
- Monitor and evaluate network traffic, usage, and capacity to identify potential areas of improvement.
- Collaborate with IT teams and other departments to ensure efficient and effective use of network resources.
- Maintain documentation of network configurations, equipment, and software.
- Ensure compliance with security policies, procedures, and regulations.
- Make recommendations for system upgrades and setup of end-user's systems and network equipment.
- Provide Helpdesk support and respond to user requests for assistance on all agency computers, including hardware and software.

Essential Job Functions continued

- Ensure all tickets are triaged and resolved within the agreed-upon service level agreements (SLAs).
- Provide 3rd tier support for IT Specialist, Network Support Specialist, and develop and maintain documentation and knowledge-based articles to assist in the resolution of common issues.
- Escalate complex issues to IT Manager, as necessary.
- Maintain security by monitoring all systems for potential vulnerabilities, identifying risks, and taking action for mitigation.
- Troubleshoot technical issues such as email delivery failures or authentication problems.
- Address user requests for assistance with issues pertaining to their accounts, including password resets for all systems.
- Provide support for mobile devices which use Office 365, including Android phones and iPhones.
- Troubleshoot problems with hardware or software which are used in conjunction with agency printer networks.
- Provide training to users on effective use of Office 365.
- Performs other related duties as assigned.

The above list reflects the general duties considered necessary to describe the principal functions of the job identified and shall not be construed as an exhaustive list of all the work requirements which may be inherent in the job.

Employment Standards

Bachelor's degree in computer science, information technology, or a related field with certifications.

- **Preferred Certifications:** CompTIA Network+, Cisco CCNA, Microsoft Certified: Azure Administrator Associate (preferred but not required).
- OR**
- Equivalent to graduation from high school with a minimum of 5 years of network administration experience with additional relevant courses and certifications.
- 3-5 years of experience in network administration or a related field is required.

Knowledge and Abilities

- Strong knowledge of network protocols, including TCP/IP, DNS, DHCP, and SNMP.
- Experience with network routers, switches, firewalls, and VPNs.
- Experience with network monitoring and troubleshooting tools.
- Experience with security protocols and best practices, including firewalls, intrusion detection systems, and VPNs.
- Excellent communication and teamwork skills.
- Familiarity with Azure ecosystem, MS Entra, Azure DevOps, etc.
- Ability to work independently and manage multiple priorities in a fast-paced environment.

Other Essential Requirements

- A valid driver's license, reliable transportation and minimum liability insurance coverage is required.

SG/PRC Offers an Excellent Benefits Package including:

- Health Insurance – SG/PRC pays the full cost medical plan coverage for full-time employees. Dependents coverage is offered and available for purchase by employees.
- Dental Insurance – SG/PRC pays the full cost of the Dental DMO and PPO Plan for employees dependents. We also offer dental coverage to dependents purchased by employees.
- No cost Vision plan for employees
- Paid Time Off – Eligible for 2 weeks of accrued vacation in the first year, 8 hours per month sick time, wellness program, milestone awards and appreciation time off.

Benefits Package Continued:

- Holidays – SG/PRC offers 20 paid holidays throughout the year
- 9/80 Alternate Work Schedule
- Most positions are offered a hybrid–remote work option
- Retirement plan – SG/PRC Contributes 8% of employees’ salary, every pay period into 401(a) SG/PRC also offers a 403 (b) matching plan and matches up to 6.2% of the employee’s contribution.
- Pre-Tax Dependent Care Flexible Spending Account for eligible dependent care expenses
- No cost Life, Accidental Death & Disability, Long Term Disability Insurance for employees
- Participate in the Public Service Loan Forgiveness program

Professional Development Opportunities & Growth

SG/PRC values the professional development of staff! Many Services Coordinators and Administrative Staff gain experience and enter into Supervisor, Manager or Director positions.

Diversity, Equity, and Inclusion

At SG/PRC, we value and celebrate diversity! In September 2022, SG/PRC launched an initiative to enhance and strengthen our commitment to diversity and belonging.