



Network Administrator Job Description

Are you a 'tinkerer'?
Do you enjoy thinking outside of the box to solve complicated problems?
Are you self-motivated?

If so, we have the perfect job for you, and we're not kidding!

Community Voice Mail (CVM) is a national non-profit based in Seattle that provides free voice mail access to homeless and other "phoneless" people in over 45 cities around the country. We believe that voice mail is a powerful tool to help people find work, housing, health care, and other services. The role of the National Office is to grow and support the network of local voice mail providers and to implement a high-quality, cost-effective voice mail technology platform for this purpose.

The CVM Headquarters is a small 11 person organization located in Downtown Seattle. The staff works very closely together capitalizing on the varied skill sets and past working experiences possessed by each individual. We're a fun small office with lots of laughter and hard work. Sweets are abundantly available...

On top of the great work environment we also have some great perks!

- 403(b) Employer Contributions
- Medical, Dental, and Vision
- Free Parking
- 120 hours PTO and 12 Paid holidays (including your birthday!)
- Free coffee, tea, and hot cocoa
- ..and more!

We're currently doing some very exciting things with Cisco's hardware and software and are one of the biggest voicemail-only deployments of Unity.

Position Overview:

This is a full-time salary exempt position that reports to the Director of Information Technology and works in collaboration with the teams other Network Administrator. This position is required to meet the Tech Team expectations.

The goal of this position is to deliver outstanding support to the CVM National Office (CVMN) and CVM Federation members.

The Network Administrator's responsibility is to develop and maintain all systems, applications, security and network configurations and help with the expansion of current sites.

The CVMN Centralized System utilizes VoIP technology built on Cisco Unity and Call Manager. Microsoft Exchange, Active Directory, Crystal Reports, Community Techknowledge's (CTK) Online Data Manager, SQL scripting, and PHP coding are also utilized.



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Schedule Requirements:

- Primary schedule is Monday through Friday 9am to 6pm
- Flexibility to work alternate schedules, nighttime, and weekend hours required as necessary.

Primary Duties:

Customer Support (50%)

- Be first line of tech support triage for centralized system, responding to problems on as-needed basis (phone calls will be routed to CVM Tech Team)
- Respond to requests from CVM managers to perform Adds, Moves, Changes, and Deletes of subscriber accounts in centralized voicemail system
- Support sites in set-up of database accounts
- Support sites in production of system reports
- Liaison with telecommunications vendors for ordering and disconnection of lines.
- Adds, moves and deletes for centralized sites.
- Train new CVM managers about the centralized system and CVM program.
- Run Help Desk software reports as requested
- Create and manage Hotlines
- Data clean-up and broken number reports as able.

Centralized Network and Database Administration (40%)

- Set up, configure, and support Cisco voice messaging network
- Maintain best practices for 24x7 high availability systems
- Management and configuration of Cisco routers and switches
- Configuration and testing of new software and hardware deployments
- Create and manage custom crystal reports
- Maintain backups and hot spares
- Maintain server and database security
- Troubleshoot network performance issues
- Maintain a disaster recovery plan
- Test, recommend and install upgrades and patches
- Management and creation of PHP and SQL scripts to facilitate data manipulation and system administration
- Work with staff and 3rd party vendors for large scale, long term projects such as major system upgrades/migrations and network reconfigurations
- Support collocation network
- Maintain failover configurations
- Maintain all systems, applications, security and network configurations
- Database Administration
- Document processes and procedures



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Customer Support to CVM National Office Staff (10%)

- Maintain internal HQ. Including: Internal Servers, Networking, User Computers, Printers, and other technology
- Maintain and support internal Cisco Phones
- Provide high quality customer service to CVM National Staff
- Maintain fixed assets inventory
- Document processes and procedures

Desired (bonus points) skills

- Working knowledge of Crystal Reports
- Experience with Cisco IOS, Unity, Connection, IPIVR or Call Manager
- Experience with PHP and MySQL
- Experience in the non-profit sector

Compensation & Benefits:

- Full Time Salary Exempt position
- Hiring range: 45k - 52k Salary DOE + Benefits

How to Apply:

Please send an email with a cover letter and your resume telling us why you are interested in the position and believe you're a good fit to techjobs@cvm.org

No phone calls please.

Community Voice Mail National is an equal opportunity employer. This means we do not discriminate on the basis of race, color, creed, national origin, citizenship, religion, disability, age, sex, veteran status, sexual orientation, gender identify, marital status, or any other legally prohibited basis in hiring, training, promotions, compensation, benefits, layoffs, terminations or any other personnel decision.

Visit our web site at www.cvm.org