Network Administrator
Location: Vancouver

Radiant Communications is a leading provider of cloud hosting, managed network and voice solutions for medium-size enterprises. Leveraging the largest Internet footprints across Canada, Radiant offers a comprehensive portfolio of reliable, secure and scalable IT infrastructure services, simplified under a single point of contact.

For over 17 years, many of Canada’s most recognized brand names have been relying on Radiant to support their mission-critical business operations. Please visit www.radiant.net to see some of the household brands that rely on Radiant.

Position Summary

Radiant Communications is looking for a Network Administrator who will work well in a fast-paced but casual environment. The successful candidate will be a self-motivated, results-driven individual who excels in challenging work and diverse responsibilities.

You Will....

- Communication with customers in a polite and effective manner often in high-pressure or challenging situations.
- Handle very technical issues with often frustrated customers.
- Ability to multi-task, prioritize and meet deadlines.
- Monitor system health, create baselines and trend capacity requirements.
- Communication with Team members and other Radiant departments as needed.
- Provide high level network troubleshooting to isolate and diagnose network problems for both customer and core network elements.
- Provides support for network and system administration, overflow support or other service delivery areas as needed.
- Provide support for Tier3 analysts when required.
- Support and diagnosis of very technical issues involving Firewalls, VPNs and Routing.
- Administer the production data-centers for maximum efficiency, security, and uptime.
- Pager duty, after hours, weekend and stat holiday work on demand.
- Administer the production data-center for maximum efficiency, security, and uptime.
- Provisioning and maintenance of Advanced CPE designed solutions.
- Configure and customer support for Juniper/NetScreen, Sonicwall (firewall, VPN and routing), Netopia, Cisco enterprise routers and switches.
- Plan, implement, maintain, and update network systems and resources.
- Contribute to technical proposals, specifications, requirements, and design documents.
- Coordinate with other departments of Radiant to ensure timely delivery, and effective implementation of new products and services.
- Maintain and update network diagrams and documents.
• Establish and document processes and procedures.
• Security risk assessment and analysis.
• Contribute to technical proposals, specifications, requirements, and design documents.
• Document systems, configurations, and develop automation.
• Install and configure core network equipment.
• Stay up-to-date with emerging technologies.

You Have….

• 5+ years’ experience working in high volume environment, including network equipment, operating system installation, configuration, and troubleshooting.
• Minimum 3 years’ Experience in related Internet or IT business required.
• ISP and/or 24x7 operations experience a definite asset.
• Practical hands-on networking and systems administration experience, including knowledge on configuring access and core routers and switches).
• Solid knowledge of TCP/IP networking, firewalls, VPN technology.
• Solid knowledge of DSL and other connectivity services.
• Solid knowledge of Juniper Networks Netscreen platform.
• Hands-on knowledge of Layer 3 protocols (such as BGP, ISIS, OSPF and RIP) and Layer 2 protocols.
• Knowledge of network troubleshooting and network management tools.
• Knowledge of VMWARE, Windows, and/or UNIX/Linux/Solaris an asset.
• Ability to be a team player and be able to work in a fast paced, ever-changing environment.
• Good organizational, problem solving and multi-tasking skills.
• Good written and verbal communication and interpersonal skills.
• Post-secondary education in a relevant degree or certificate program is required.
• Technical degree, Cisco; Juniper JNCIA, JNCIS, and/or other networking certifications is an asset.

Are you the perfect fit for our organization? If you are interested in applying for this opportunity, please forward your resume and cover letter to hr@radiant.net

*Please note that the selected candidate is required to successfully complete a background check.

We thank all applicants for their interest, however, only applicants selected for an interview will be contacted. We are an equal opportunity employer and are committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Radiant will provide accommodations to job applicants with disabilities throughout the recruitment process. If you require an accommodation, please notify us and we will work with you to meet your needs.