



417 Wayne Avenue  
Defiance, OH 43512  
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[www.metalink.net](http://www.metalink.net)

## **CAREER OPPORTUNITY**

### **IT Consultant (Mid-Level)**

#### **General Summary:**

MetaLINK Technologies is seeking a Mid-Level IT Consultant (Systems Administrator) to support a dynamic higher education environment in Defiance, OH. At the heart of our work is a commitment to service, problem-solving, and building technology solutions that truly make a difference.

The IT Consultant (Mid-Level) serves as a s key technical resource and extension of the IT Consultant Lead – responsible for day-to-day systems administration, advanced troubleshooting, user support, and leading or assisting with IT projects. This role regularly interacts with faculty, staff, and departmental users to solve issues and support operational needs.

#### **Benefits**

- Major Medical – Dental – Vision
- HSA monthly company contribution
- Life Insurance
- Short Term Disability Insurance
- Long Term Disability Insurance
- Workers Compensation
- 401(k) with Company Match
- Holiday Pay
- Paid Time Off
- Bereavement Leave
- Educational Reimbursement
- AFLAC Supplemental Insurance

#### **Perks**

- Costco, Sam's Club or Zoo Membership **OR**  
Membership Reimbursement for Amazon, Wal-Mart+ or DoorDash
- Gym Membership
- Wellness Program
- Free Internet with Managed Wi-Fi
- Discounted SFN Streaming TV Service
- Holiday Party
- Holiday Turkey or Ham
- Flexibility to Donate PTO Time
- Employee Bonus Plan
- Christmas Club Savings Plan
- Voluntary Life Insurance
- Employer-Owned Car
- Employer-Provided Cellphone

***Committed to deploying Innovative Broadband Technologies in our local Communities.***

**Job Summary:** Under general supervision and in coordination with the IT Consultant Lead, this position supports the stability, security and performance of client IT environments, including servers, networks, cloud platforms, and enterprise applications.

**Essential Job Functions:**

- Administer, maintain, and support physical and virtual server environments, including operating systems, enterprise applications, and cloud-based systems.
- Monitor system performance across servers, networks, and applications; analyze trends and implement improvements to ensure reliability, performance, and security.
- Support and participate in cloud initiatives, including migrations, configuration, and ongoing administration of cloud-based services and platforms.
- Perform advanced troubleshooting of infrastructure, network connectivity, authentication, and application issues; serve as an escalation point for complex problems.
- Install, configure, test, and maintain system software, updates, patches, and upgrades for servers and enterprise systems.
- Support identity and access management, including directory services, account provisioning, permissions, and multi-factor authentication.
- Assist in administering network infrastructure, including switches, firewalls, wireless systems, and virtual private networks (VPNs).
- Participate in the implementation and maintenance of backup, disaster recovery, and business continuity solutions; perform and verify system backups and recovery processes.
- Lead or assist with IT projects, including system upgrades, migrations, and new technology deployments; coordinate with the IT Consultant Lead and vendors as needed.
- Provide technical support to faculty, staff, and end users; respond to and resolve service requests and document solutions.
- Develop and maintain technical documentation, procedures, and system configurations to support operational consistency and knowledge sharing.
- Support and maintain enterprise systems such as email, file services, learning systems, and business applications.
- Monitor and maintain system security, including patch management, vulnerability mitigation, and adherence to best practices and applicable compliance standards
- Collaborate with the IT Consultant Lead on system planning, improvements, and long-term technology strategies.
- Provide guidance and mentorship to junior technicians; assist with training and knowledge transfer.
- Coordinate maintenance activities and communicate system changes or downtime to users and stakeholders.
- Perform related duties in support of organizational objectives.
- Other duties as assigned by management

**Knowledge, Skills, and Abilities:**

- Server and operating system administration (Windows and/or Linux)
- Virtualization technologies (VMware, Hyper-V, or similar)
- Cloud platforms and services (Microsoft 365, Azure, or similar)
- Network infrastructure fundamentals (firewalls, switching, routing, wireless)
- Backup and disaster recovery solutions
- Identity and access management (Active Directory, SSO, MFA)



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- IT security principles and best practices
- General database and application support concepts, including MS SQL, SSIS, SQL Report Writing, and data analysis.
- Operating system automation, including PowerShell and Bash/Linux scripting
- Current trends in IT systems administration and cloud technologies
- Perform systems administration duties, including installation, configuration, maintenance, and troubleshooting
- Analyze and resolve complex technical issues across multiple systems
- Lead or contribute to technical projects and implementations
- Communicate technical concepts clearly to non-technical users
- Prioritize and manage multiple tasks and deadlines effectively
- Work independently while collaborating with leadership and team members
- Create clear and concise technical documentation
- Adapt to evolving technologies and business needs
- Establish and maintain effective working relationships with users and stakeholders
- Ability to work occasional evenings or weekends for maintenance or project work
- Valid driver's license and ability to travel locally as needed

#### **Education and Experience:**

- Bachelor's degree in computer science, Information Systems, or a related field preferred
- Relevant industry certifications may substitute for a portion of the educational requirement
- Minimum of five (5) years of progressively responsible experience in systems administration, network administration, or IT infrastructure support
- Experience supporting multi-user environments and leading or contributing to IT projects

#### **Working Relationships**

- Reports to and works closely with the IT Consultant Lead
- Regular interaction with faculty, staff, and departmental users
- Collaborates with internal team members and external vendors

**Job Type:** Full-time, Monday – Friday, 8:00 a.m. to 5:00 p.m.

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