EAST CENTRAL COLLEGE

JOB TITLE: Assistant Network and Systems Manager
DEPARTMENT: Information Technology   **FLSA:** Non-Exempt
LOCATION: Union Campus   **LEVEL:** 107
REPORTS TO: Network and Systems Manager   **DATE:** 11/6/23; 7/15/22; 6/01/20; 8/13/13

POSITION SUMMARY: Responsible for the installation, configuration, maintenance, inventory, and security of technical resources, which includes servers, network systems, and infrastructure. Provide support and connectivity for all application software installed in classrooms, computer laboratories, offices, and work areas. Provide elevated support for Datatel, Helpdesk, and client issues throughout campus.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(comparable amount of training, education or experience may be substituted for the minimum qualifications)* Associate Degree in Computer Science; four years directly related experience;

ESSENTIAL TASKS: *Employee must be able to perform the following functions to the satisfaction of the employee's supervisor.*

- Install, configure, and maintain servers, network systems, and infrastructure in accordance with established standards and procedures
- Perform the installation, upgrade, and maintenance of software applications and suites; ensure compliance with license agreements and copyright legislation
- Provide support, diagnose, and resolve issues reported to the Help Desk by clients on the network
- Advise the Network and Systems Manager of technical issues and consult with vendor support agencies to resolve problems and determine equipment requirements
- Collaborate with operational staff to evaluate network requirements and develop solutions to provide the required services; install, configure, and troubleshoot network equipment
- Maintain an accurate inventory of technical equipment, including system and software configurations and network addressing
- Implement software utilities, install hardware devices, and develop procedures to ensure the security and reliability of equipment, software, and data resources
- Acquire and maintain requisite technical skills through in house and outside training to accurately diagnose and resolve problems and concerns associated with computer network hardware and software
- Compile on-line and hardcopy operational, procedural, and informational documentation sets for equipment standards, configuration, inventory, troubleshooting, and repair procedures
- Administer Microsoft Windows Server operating systems.
- Implement and maintain incoming Ellucian software pertaining to Datatel.
- Lead and coordinate the administration, maintenance, and optimization of the network infrastructure including firewalls, load balancers, and other network systems that are implemented.
- Maintain and enhance the network security policies of the client including monitoring of perimeter security ensuring availability, integrity, and confidentiality of information at the client site
- Proactively evaluate and recommend network and security systems and devices to support the current and future infrastructure needs of the client
- Maintain and implement databases throughout the network
- Perform system configurations (such as configuring network protocols, configuring disks in arrays, loading kernels, etc.), load application software such as databases and third-party software.
- Administer, configure, and maintain wireless controllers and access points throughout the college campuses.
- Develop instructional materials and provide training for installed hardware and software
- Train and assign work to student workers
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of College Information Technology Policy; knowledge of college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; knowledge of current systems and network technologies and standards and their practical application in the academic environment; excellent customer service skills; proficiency with file servers, workstations, operating systems, peripheral devices and common software applications and suites; ability to maintain and troubleshoot computer and network hardware, software, and peripherals.

LEADERSHIP and COMMUNICATION SKILLS: Communicate clearly and effectively at all levels, both verbally and in writing; comprehend and follow detailed instructions provided in verbal, written and graphic formats; understand and adhere to etiquette principles for voice and data communications; present complex technical concepts in non-technical terms; establish and maintain cooperative working relationships within the department, with internal and external agencies and with college constituents

DECISION-MAKING and ANALYTICAL SKILLS: Interpret, apply, and document technical configuration specifications for file servers, workstations, peripheral devices and data communications equipment; analyze technical issues and user requirements to develop solutions using prescribed methods and implement procedures to provide the required functionality; adhere to college policies, procedures, and practices; perform all job duties in a safe and efficient manner

EQUIPMENT/SOFTWARE:
- Hardware: File servers, workstations, peripheral devices (printers, scanners, etc.), data communication devices (routers, firewalls, switches, hubs, wireless access points, etc.), and disaster recovery equipment
- Software: Server operating systems, workstation operating systems, utility and instructional applications and suites, disaster recovery systems and network management applications

WORKING CONDITIONS*: (the following physical conditions and hazards may be encountered in this position)* Potential risk of electrical shock; limited exposure to excessive noise, dust and fumes; frequent interruptions, calls and inquiries; and occasional emergency or crisis situations; variable work hours, including evenings and weekends, will be required due to the nature of installed technologies and utilization requirements

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential tasks of this job.
The employee is regularly required to sit, stand, walk, use hands, reach with hands and arms, and communicate verbally; occasionally required to climb or balance; and stoop, kneel, crouch or crawl; regularly lift or move up to 25 pounds and occasionally lift or move up to 50 pounds; duties require close, distance, color and peripheral vision; depth perception; and ability to focus

POSITIONS SUPERVISED: None

SIGNATURES: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date