JOB DESCRIPTION

Title of Position: Network Support Specialist
Department: Information Technology Department
Classification: Professional/Managerial, Exempt
Employment Status/Funding Source: Regular, full-time, 12-month

Function:
Assist with the technical support and maintenance of the College’s local and wide area networks consisting of a virtualized environment supporting Windows 2003/2008 servers, SQL, SharePoint, Active Directory, Exchange, Blackboard course management system, and various web services. Administer support of enterprise-class switching, load balancing and firewall solutions across WAN.

Organization Relationship:
Position reports to the Director of Information Technology, who reports to the Vice President of Administrative Services, who reports to the President of the College.

Qualifications:

Required:
Associate degree required, Bachelor’s degree preferred, with background in computer science or related field and/or two years professional level experience. Experience in supporting a virtual server environment using VMware ESX and vSphere a plus.

Hands-on knowledge of communications components, LAN/WAN infrastructures and system architectures in order to develop and maintain real-time solutions, including but not limited to the following:

- Windows 2008 Server
- TCP/IP Routing Protocol
- Cisco Routers and Switches
- Active Directory using Group Policy
- MS Exchange
- DNS
- VMware

Strong technical skills to resolve problems related to hardware, operating systems, and configuration issues through troubleshooting, repair and research.

Must be a cooperative team player and motivated to learn to grow in a complex network environment.

Ability to work well under deadline demands, as well as demonstrated ability to successfully work autonomously.

Ability to lift up to 50 pounds.

Essential Functions:

Assist with design, testing, and implement new technology initiatives.

Assist Network Manager in providing technical support of network routers, switches, firewalls, servers and all network related devices to ensure optimal performance of LAN/WAN.

Work in a collaborative team environment to determine best practices, resolutions to complex issues, and knowledge transfer.
Ensure system integrity and security of LAN/WAN environment.

Complete nightly backup processes and ensure data recovery.

Mid-level technical support of the following:
   LAN/WAN systems
   Windows platforms
   Peripherals
   Telephone/Voicemail system
   Compressed video conference systems

Other Functions:
Other duties as assigned

Supervisory Controls
Work closely with Network Manager in providing support and maintenance of college infrastructure.

Guidelines
Position is expected to follow all local, state and federal laws along with all College policies and procedures. Position is also expected to adhere to and promote College core values of compassion, honesty, respect, fairness, and responsibility.

Personal Relationships:
Position will have frequent contact with students and College employees, outside vendors and agencies, and the general public.

Physical Demands and Work Environment:
Work in a fast-paced, team environment with frequent interruptions. Requires personal visits to end users located throughout large campus. May require evening and/or weekend hours for critical system upgrades or problems. Also requires lifting of materials up to 50 pounds and ability to physically maneuver in small and tight spaces for the installation and cabling of various IT components and systems.

Signatures:
By my signature below, I am acknowledging that I have read this job description and understand the requirements of this position.

_________________________________________  __________________
Employee                                      Date

_________________________________________  __________________
Immediate Supervisor                          Date

_________________________________________  __________________
Vice President                                Date

_________________________________________  __________________
President                                    Date

9/13