CROWDER COLLEGE
POSITION DESCRIPTION

Status: 12 months	**Title**	NETWORK ADMINISTRATOR
Revised: 02/08/17	**Department**	INFORMATION TECHNOLOGY
Level: Professional	**IPEDS**	OTHER PROFESSIONAL
FLSA: Non-Exempt	**Reports to**	DIRECTOR OF INFORMATION TECHNOLOGY

POSITION SUMMARY

The Network Administrator position provides information technology related services to Crowder College students and employees through effective day-to-day hands-on setup, operation, and maintenance of networking equipment and software in a professional, timely user-friendly manner.

MAJOR FUNCTIONS

Major Functions include, but are not limited to the following:

- Work with IT Director to establish, document, and maintain a viable system for receiving, evaluating, prioritizing, and completing work requests from students and employees.
- Interface with students and employees in a friendly and helpful manner to reach an optimal solution to each problem or challenge.
- Manage projects, set realistic expectations, and meet deadlines.
- Independently and quickly solve complex and unexpected problems; adapt to changes in technology.
- Prepare and maintain a network diagram showing both the physical and logical relationships of all devices within the college's wide area and local area networks comprised of over 1500 computers and 3500 users.
- Administer Microsoft active directory network. Assign user rights and permissions.
- Install, configure and maintain Microsoft exchange email system and Barracuda spam filter.
- Troubleshoot and resolve client/server interaction issues.
- Configure and install network servers, storage, switches, wireless access points and/or other infrastructure equipment as required.
- Ensure daily backup of all networked organizational data, verify backups, test and validate restore functions.
- Manage application distribution to workstations, network printing, wireless networks, enterprise email, remote client access, or other services as required or directed by supervisor.
- Ensure that all server hard drives or other storage media are configured in such a way as to provide fault tolerance in case of server, hard drive, or other hardware failure.
- Ensure that all services are delivered to students and employees at a security level sufficient to protect student and organizational data and to preclude unauthorized access to the college computer network.
- Develop, document, and maintain a viable procedure for conveying server and other infrastructure equipment passwords and configuration information to the college administration.
- Write scripts in some administrative language (e.g.-Powershell or similar) for process automation.
- Other related duties as assigned.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. Associate's degree from accredited computer networking program or related field preferred plus two (2) years of directly related full-time work experience required.
2. Ability to handle confidential material judiciously.

3. Knowledge of standard office procedures, regulations and policies.
4. Excellent inter-personal and communication skills
5. Ability to work independently with a minimum of supervision or as part of a team, as required.
6. Ability to readily translate knowledge/experience in one system to another (e.g.-Windows Server) in case of overall system conversion.

EQUIPMENT/SOFTWARE/ABILITIES

VMware:

ESX, ESXI, VSphere, Virtual Center
VM View, View Horizon

Microsoft:

Windows Servers, 2000, 2003, 2008 and 2012, Windows XP, 7,10, SQL Server, Exchange

Other:

EMC Networker backup
Thirtyseven4 Endpoint Security
EMC Documentum

POSITIONS SUPERVISED

Work-Study or other student workers as needed.

WORKING CONDITIONS

1. Normal college working hours including. Adjustment of hours involving additional evenings and/or weekend work may be required from time to time.
2. A neat appearance and appropriate apparel are required.
3. Access and distribute information using computers.

PHYSICAL DEMANDS

1. Some lifting and carrying of computers and components (approx. 35 to 40 lbs).
2. Ability to concentrate on assigned tasks and pay close attention to detail.
3. May sit at a workstation for up to three (3) hours at a time.

LANGUAGE/COMMUNICATIONS SKILLS

1. Effective telephone communication skills, including ability to obtain and provide information verbally and in writing.
2. Ability to communicate effectively with a variety of people, including staff, students and the general public.
3. Ability to use and understand technical manuals.
4. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
5. Ability to read and write English.