

Seward County Community College
Structured Compensation - Job Description
Network Administrator

Data Year: 2017

Prepared On: 11/14/2017

Department:	Information Technology	Grade:	14
Reports To:	Chief Information Technology	Classification:	Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	D Sander	Effective Date:	10/21/2015
		Revised Date:	10/03/2017

Role:

Install, configure, and support the college's local area network (LAN), wide area network (WAN), servers, and Internet systems. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. Monitor and test Web site performance to ensure Web sites operate correctly and without interruption. Assist in administrator duties include defining network security measures, Active Directory, Exchange Email, troubleshooting Microsoft and Apple products, and helping support staff for escalated issues.

Essential Functions & Responsibilities:

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|---|-----|---|
| E | 15% | Maintain and administer computer networks (Cisco Switches and Routers) and related computing environments including computer hardware (HP Blade System), Windows Server operating system, applications software, and all configurations. Other duties include storage, virtualization (Citrix XenServer & VMWare), Linux, UNIX, and other OS administration might be necessary. |
| E | 15% | Configure, monitor, and maintain Firewall Rules (SonicWALL), AD, DNS, DHCP, Exchange 2010 Email, and TrM Virus protection software. |
| E | 15% | Respond to Help Desk ticketing system. |
| E | 10% | Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary. |
| E | 10% | Plan, cooperate, and implement network security measures to protect data, software, and hardware. |
| N | 5% | Operate master consoles to monitor the performance of computer systems and networks (Server Manager, Cisco Network Assistant, and Cisco Lan Management System) and to coordinate computer network access and use. |
| N | 5% | Design, configure, and test computer hardware, networking software and operating system software. |
| N | 5% | Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future. |
| N | 5% | Confer with network users about how to solve existing system problems. |
| N | 5% | Load computer tapes and disks and install software and printer paper or forms. |
| N | 5% | Perform data backups (CoVa) and disaster recovery operations. |
| N | 5% | Perform other related duties as assigned by the Director of Information Technology and/or Dean of Finance and Operations. |

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Performance Measurements:

1. Compliance -- Perform tasks in accordance with department standard operating procedures.
2. Communication -- Always keep the communication lines open with other members of the Information Technology and Multimedia teams. Attendance to biweekly meetings is mandatory as reports should be given of progress on projects. Project discussions will be mandatory.
3. Dependability -- Job requires being prompt, reliable, responsible, and dependable in fulfilling obligations.
4. Attention to Detail -- Job requires being careful about detail and thorough in completing work tasks. Adequate dress is necessary. Since we work in close quarters a certain degree of hygiene is required.
5. Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
6. Analytical Thinking -- Job requires analyzing information and using logic to address work-related issues and problems. Research and planning is necessary before beginning any critical project that could cause outages on campus.
7. Integrity -- Job requires honest and ethical. All keys and passwords must not be shared to anyone outside of designated IT staff.
8. Self Control -- Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, no cursing, vulgarity even in very difficult situation. Any violations will be reason for reprimands.
9. Initiative -- Job requires a willingness to take on responsibilities and challenges. All tickets must be completed within documented SLA times. If the expertise of the task is outside of skillset, it must be reported so the work can be contracted.
10. Persistence -- Job requires persistence in the face of obstacles. Training will need to be requested if needed to overcome persistent obstacles. An 80% completion of tickets within SLA is expected.
11. Stress Tolerance -- Job requires accepting criticism and dealing calmly and effectively with high stress situations. All stress is to be discussed with Director to see if modifications can be made but at no point will be lash out at other co-workers.
12. Adaptability/ Flexibility -- Job requires being open to change (positive or negative) and to considerable variety in the workplace.
13. Innovation -- Job requires creativity and alternative thinking to develop new ideas and answer to work-related problems.
14. Achievement/ Effort -- Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks. Strongly encouraged to always be working towards certification. Technology is always changing and we must keep learning to accommodate that change.

Knowledge and Skills:

Experience	Two years to five years of similar or related experience.
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Education	A Bachelor's degree in information or computer science preferred. Associates degree with certification in two of the following Microsoft, Cisco, VMWare, or CITRIX also acceptable.
Interpersonal Skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the college for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
Other Skills	<p>Knowledge:</p> <ul style="list-style-type: none">a) Circuit boards, processors, chips, electronic equipment, and computer hardware and software including applications and programming.b) Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.c) Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.d) Arithmetic, algebra, geometry, calculus, statistics, and their applications.e) Investigating and troubleshooting system issues. <p>Skills:</p> <ul style="list-style-type: none">a) Identifying complex problems and reviewing related information to develop an evaluate options to implement solutions.b) Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.c) Monitoring/ assessing performance of yourself, other individuals, or departments to make improvements or take corrective action.d) Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.e) Understanding the implications of new information for both current and future problem-solving and decision-making.f) Giving full attention to what other people are saying , taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.g) Writing computer programs for various purposes.h) Understanding written sentences and paragraphs in work related documents.i) Considering the relative costs and benefits of potential actions to choose the most appropriate one.j) Talking to others to convey information effectively.k) Communicating effectively in writing as appropriate for the needs of the audience.l) Determining how a system should work and how changes in conditions, operations and environment will affect solutions. <p>Abilities:</p> <ul style="list-style-type: none">a) Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

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- b) Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g. patterns of numbers, letters, words, pictures, mathematical operations).
- c) Apply general rules to specific problems to produce answers that make sense.
- d) Combine pieces of information to form general rules or conclusions (include finding a relationship among seemingly unrelated events).
- e) Listen to and understand information and ideas presented through spoken words and sentences.
- f) See details at close range (within a few feet of the observer).
- g) Communicate information and ideas in speaking so others will understand.
- h) Speak clearly so others can understand.
- i) Identify and understand the speech of another person.

**Physical
Requirements**

Physical requirements are based on an 8 hour work day and may vary slightly.

Sitting for a period of 3 hours at one time with a total of 7 hours
Standing for a period of 30 min at one time with a total of 45 min
Walking for a period of 10 min at one time with a total of 15 min
Lifting up to 5 lbs. frequently and up to 100 lbs. occasionally
Carrying up to 5 lbs. frequently and up to 50 lbs. occasionally
Bending, squatting, and reaching above shoulder level occasionally
Keyboarding 3-4 hours daily

Work Environment This position will be required to work some evenings or weekends.

Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature