EAST CENTRAL COLLEGE

JOB TITLE: Network & Systems Manager
DEPARTMENT: Information Technology
LOCATION: Union Campus
REPORTS TO: Director, Information Technology

FLSA: Non-Exempt
LEVEL: 206
DATE: 11/6/23; 2/3/21; 05/22/14

POSITION SUMMARY: The Systems & Network Manager directs the activities of the network operations and computer technicians and is responsible for the installation, configuration, maintenance, inventory, and security of all physical and virtual systems and servers including voice and data communications systems, network appliances, devices, infrastructure, file servers, software, application servers, data storage and disaster recovery equipment in the Information Technology Department at East Central College.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(comparable training, education or experience may be substituted for the minimum qualifications)* Completion of Associates Degree; Bachelors degree preferred; four years directly related experience

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

- Prioritize, coordinate, and supervise all voice, communications and data systems, and infrastructure maintenance activities
- Install, configure, and maintain voice, communications and data systems, appliances, devices, infrastructure, file servers, software applications, data storage and disaster recovery equipment
- Diagnose and resolve problems and concerns associated with implemented voice, communications and data systems reported by academic and administrative users
- Coordinate with college users to evaluate voice, communications and data systems requirements and develop solutions to provide required services
- Apply and update security measures to ensure the integrity of institutional voice, communications and data systems resources and prevent unauthorized systems access
- Implement disaster recovery systems and develop procedures to ensure reliability of institutional voice, communications and data resources and recoverability in the event of a catastrophic event
- Maintain an accurate inventory of voice, communications and data systems hardware and software
- Ensure maintenance agreements and licenses are current and accurate in accordance with college policy
- Advise the Director of Information Technology of technical issues and consult with vendors and other support agencies to resolve problems and determine equipment requirements
- Acquire and maintain the requisite technical skills to perform voice and data systems management and related network operations activities
- Compile on-line and hardcopy operational, procedural, and informational documentation for voice, communication and data systems, implemented security measures and disaster recovery procedures
- Identify training requirements for the network operations and computer technicians
- Develop instructional materials and provide training for installed hardware and software
- 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 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 College Information Technology Policy; knowledge of department 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; proficiency with voice and data communications systems and infrastructure, file servers, networked software applications and data storage, and disaster recovery utilities in physical and/or virtual form.

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 college constituents, and with internal and external agencies.

DECISION-MAKING and ANALYTICAL SKILLS: Interpret and apply technical configuration specifications for voice and data communication systems and associated 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 job duties in a safe and efficient manner

EQUIPMENT/SOFTWARE:
> **Hardware:** Physical and virtualized data communication systems, appliances and devices (routers, firewalls, switches, hubs, wireless access points, etc.); telecommunications systems (analog, digital and IP), switches and handsets; networked file servers, software applications, data storage and disaster recovery equipment
> **Software:** Server operating systems; workstation operating systems; network authentication and security utilities; disaster recovery systems; and voice and data protocols and network management applications
> **Infrastructure Components:** Fiber-optic and copper cabling, connectors, cable management devices, maintenance tools and test equipment; equipment racks and patch panels; and electrical circuit components and uninterruptible power supplies (UPS)

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office setting; 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: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 25 lbs; occasionally required to climb or balance; and stoop, kneel, crouch, or crawl; operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and verbally communicate to exchange information.

POSITIONS SUPERVISED: Systems and Network Technicians

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 job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

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Employee Signature/Date