



# Job Description

## Network Administrator

JD: 21122  
Pay Grade: 11

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**Employment Status:** Full-Time

**FLSA Status:** Exempt

**Experience Required:** Minimum three (3) years' experience with network design, deployment, and support. Intermediate to advanced knowledge on Hyper-V VM and Cloud systems, MS 365, and Firewalls.

**Minimum Education Requirements:** Associate's Degree in an IT related field.

**Direct Supervisor:** Director of Information Technology

**Supervisory Responsibility:** Direct (0); Indirect (0)

**Primary Work Location:** Office Setting.

**Certification:** MCSE or Cisco CCNA or CCNP (Not Network +)

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**Job Summary:** This position has overall responsibility for all networks and related server systems operations in support of the academic and administrative functions of the College including the operation of all related computer server support, management information system operational support, internetworking systems, and network infrastructure. Responsibilities also include working closely with members of the information technology staff, interfacing with faculty, administrators, and other staff members, and interfacing with outside vendors and suppliers. This position performs system operations, maintenance, and oversees systems support for network equipment and related operating systems software for Internet, Intranet, and other network operations. This position manages helpdesk tickets in the aforementioned technical areas.

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### Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Install, configure, maintain, and perform daily administration on the College's local area networks throughout their life cycle. This includes network hardware (switches, routers, etc.) and network file server hardware and software (both physical and virtual).
- Support and maintain the student and administrative e-mail environments.
- Support the establishment of user accounts, profiles, file sharing, access privileges, group policy and security.
- Provide local and wide area network design support both during and after core hours.
- Maintain an inventory of the College's network hardware and software.
- Maintain complete and up-to-date network-related documentation. This includes logical and physical layouts, network addressing schemes, and all network hardware and software configuration (servers, switches, routers, firewalls, etc.).
- Install, configure, maintain, and perform daily administration of internet-related hardware and software, such as intrusion detection, anti-virus, anti-spam, anti-spyware, etc.
- Develop, implement and support the execution of maintenance plans to analyze and maintain networks and supporting operations, including hardware and software.
- Execute and maintain network and appropriate system backups.



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- Collaborate with the County and Board of Education IT Departments to understand technology progress and best practices across the county government entities.
- Support the development of plans for disaster recovery/business continuity planning for IT.
- Ensure that the college is protected from cybersecurity threats and breaches through risk reduction and end user training.
- Identify and support the evaluation of information technology hardware and operating system software that could yield improvements to the College's infrastructure in a networked systems environment.
- Support the development of an overall IT infrastructure plan in coordination with the Director of Information Technology.
- Utilize the Help Desk system to capture, record, track, and respond to requests for network-related services from the College user community in accordance with IT Help Desk procedures.
- In coordination with the Director of IT, provide instruction and assistance to college employees in activities and procedures pertaining to operating in a networked environment.
- Assist IT team members in supporting College client devices.
- Assist in the development and maintenance of procedures to support IT policies.
- Cross-train an IT team member designated as the backup to this position.
- Effectively perform as a member of the team in carrying out the College's Mission Statement.
- Perform other related duties as assigned in accordance with qualifications.

#### **Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment**

An employee in this class must have the following knowledge, skills, and abilities upon application:

##### **Knowledge**

- Network operations and client-server environments, specifically Cloud, Firewall, VOIP, VLANs, Licensing for system integration and automation, M365
- Network design, deployment, and support.
- Hardware, software, and peripheral equipment.
- Computer software installations.

##### **Skills**

- Excellent technical skills.
- Strong analytical and problem-solving skills.
- Strong customer service skills.
- Strong written and communication skills.

##### **Abilities**

- Work effectively with other IT team members, faculty, and staff in academic and administrative functions.
- Organize and manage multiple tasks effectively and meet deadlines.



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- Work independently, exercise initiative, and follow through to completion of assigned tasks.
- Working effectively in a team environment.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.
- Some climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, and repetitive motions.
- Must be able to push and pull heavy equipment and furniture.
- Perform certain tasks working from a ladder and in confined spaces.

\*\*This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.

### Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

*Check the appropriate box, fill in the needed accommodations, if required, then sign and date.*

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

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Employee Signature

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Date

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Supervisor Signature

\_\_\_\_\_  
Date

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Human Resources

\_\_\_\_\_  
Date