

GADSDEN STATE COMMUNITY COLLEGE

JOB DESCRIPTION

Position Title: Infrastructure/Network Administrator

Supervisor's Title: Chief Information Officer

JOB SUMMARY:

The Infrastructure/Network Administrator advises the Chief Information Officer on infrastructure and network issues/needs, evaluates IT needs, configures/maintains the communications system (Wired and Wireless) and installs various technology college wide. In addition to the tasks listed above the Infrastructure/Network Administrator advises and/or quotes most of the technology purchases throughout the college. The Infrastructure/Network Administrator is the budget manager for the communication budget for the college. This position reports to the Chief Information Officer.

ESSENTIAL FUNCTIONS:

- Investigates, analyzes, and resolves hardware, associated software and communications problems on college computer systems; performs complex hardware repairs and maintenance on a wide range of pc-based computers and peripherals
- Provides advanced hardware technical assistance and support; troubleshoots and resolves network issues, system hardware, software, and communication failures.
- Evaluates existing computer systems hardware, and performs system upgrades; based on user needs, customizes and tests computer systems, and resolves configuration conflicts and errors.
- Installs, integrates, and configures new computer systems and hardware for users.
- Researches, analyzes, and recommends appropriate technology for various IT projects.
- Reviews, prioritizes, and processes problem reports; documents the progress of projects.
- Provides advice and assistance to Computer Systems Technicians.
- Maintains a high-level quality of user service standards in dealing with and responding to questions.
- Install, configures and troubleshoot all telecommunication functions (wireless and wired) on all GSCC campuses.
- Coordinates tasks with CIO and other IT employees.
- Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- Budget Manager for Communications.
- Complies with all policies of the Alabama Community College System, and the College.
- Performs related work as assigned.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.

REQUIRED EDUCATION, EXPERIENCE, STANDARDS, AND TRAINING:

Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics, or related area.

Seven (7) years of experience in a related position to include technical support, with three (3) years as Network/Communications Analyst II.

OTHER QUALIFICATIONS AND JOB REQUIREMENTS:

Pleasing personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; professionalism as evidenced by membership in professional organizations and participation in workshops, seminars, etc. to keep abreast of new computer technology.

Reviewed by: _____ Date

Employee's Signature _____ Date

Supervisor's Signature _____ Date