

Memo to: College Community
From: Human Resources
Re: Open Position—PLEASE POST
Date: October 20, 2021

Position: Network Support Specialist

Summary Description: Under limited supervision of the Chief Technical Officer (CTO), installs, modifies, and maintains fiber optic, copper and wireless networking infrastructure. Provides technical support and assistance to system users.

Description of Duties and Responsibilities:

Essential Functions

1. Install, replace, manage and monitor network switching.
 - a. Unpack and test new network switches.
 - b. Configure embedded management software of network switches.
 - c. Install and mount network switches in accordance with industry standards.
 - d. Monitor and evaluate performance of network switches.
 - e. Perform RMA warranty returns of network switches.
 - f. Maintain inventory of deployed network switches.
2. Install, replace, manage and monitor wireless access points.
 - a. Unpack and test new wireless access points.
 - b. Configure embedded management software of wireless access points.
 - c. Install and mount wireless access points in accordance with industry standards.
 - d. Monitor and evaluate performance of wireless access points.
 - e. Perform RMA warranty returns of wireless access points.
 - f. Maintain inventory of deployed wireless access points.
3. Install, replace, manage and monitor cabling infrastructure.
 - a. Install, test and replace data ports in accordance with industry standards.
 - b. Install, test and replace patch cords in accordance with industry standards.
 - c. Maintain documentation of data port numbers and locations within buildings.
 - d. Maintain documentation of conduit paths across campus.
4. Manage and monitor equipment racks and network wiring closets.
 - a. Maintain neatness of patch panels and cords using wire management devices in accordance with industry standards.
 - b. Maintain labeling of patch panels and cords in accordance with industry standards.
 - c. Maintain neatness of wiring closets, remove debris (packaging, cuttings and obsolete equipment) left by vendors, service technicians and others.
5. Shares Helpdesk Supervisor duties as assigned.
 - a. Supervise part-time student workers, provide technical training to help them handle trouble calls.

- b. Contribute to IT knowledge base articles to aid in resolution of recurring problems.
 - c. Assist in the resolution of trouble calls, solicit details from callers for proper triage of trouble calls.
 - d. Escalate to appropriate functional area for resolution as required.
6. Maintains or assists in the maintenance of department files and/or paperwork, including warranty information.
 7. Performs other essential functions of the Office of Information Technology as necessary or as requested.

Marginal Functions

1. With the support of the CTO, recommends and works with the Director of OIT to provide for the training and support needed for the systems relevant to this position.
2. Crosstrain and assist in other functional area support positions.
3. Write SOP, FAQ and Best Practices documentation.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education.
2. Substantial knowledge of networking equipment and peripherals.
3. Substantial knowledge of networking protocols.
4. Substantial knowledge of wireless networking protocols.
5. Substantial knowledge of network wiring standards.
6. Ability to express technical concepts clearly both verbally and in writing.
7. Ability to provide information regarding technology support to students and parents as requested.
8. Ability to access all academic and administrative offices, departments, and/or classrooms on campus.
9. Ability to lift and/or transport 50 pounds.
10. Must be reachable by cell phone.
11. Ability to work some nights and weekends as required.
12. Ability to evaluate and analyze work situations using independent judgment, initiative, and firmness.
13. Ability to supervise Helpdesk workers as needed.
14. Ability to prioritize; ability to work on multiple tasks or duties at the same time.
15. Ability to respond to questions in a knowledgeable, personable and professional manner.
16. Ability to quickly learn unfamiliar technologies.
17. Ability to travel as necessary; ability to represent the College at local and out-of-town meetings, seminars, or presentations.
18. Ability to understand the concepts of project management and serve as a deliverable lead or extended team member on a project task if needed.

Qualification Standards:

Education/Experience: A Bachelor's degree in Computer Information Systems, Management Information Systems, or Computer Science from an accredited college or university; OR 5 years of experience with enterprise computers systems, servers and networking may be substituted. Technical experience gained in military service may also be considered.

Desirable Qualifications: Experience in an academic institution is highly desirable. Professional certifications in networking, security and/or server support is desirable. Demonstrated knowledge of networking support for computer and mobile hardware and software is highly desirable. 5 years of management experience is highly desirable.

Other Considerations:

- This person is considered a responsible employee in accordance with College Title IX policies.
- Must be willing to submit to background checks, including criminal history background checks.

THE COLLEGE RESERVES THE RIGHT TO CHANGE, ADD, OR REASSIGN JOB DUTIES OR COMBINE POSITIONS, OR PORTIONS THEREOF, AT ANY TIME. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT AGREEMENT OR CONTRACT. AN EQUAL OPPORTUNITY EMPLOYER.

Review of responses begins immediately. Position is open until filled. To apply, please forward a cover letter and resume to: David Taylor dtaylor@shc.edu