



Position: Assistant Director of Information Technology, Infrastructure & Security
Department: Information Technology Services

Position Summary:

The Assistant Director of Information Technology, Infrastructure and Security is responsible for the design, security, and day-to-day operation of the technology infrastructure that supports Spring Hill College. The position is the College's senior technical authority on networking, servers, storage, and information security, and serves as second in command of the Office of Information Technology. It reports to the Director of Information Technology.

This is a working supervisory role. The Assistant Director must combine a durable long-range technology vision for the College with the hands-on ability to design, build, and repair the systems that vision depends on. The position supervises the PC Support Specialist and AV/Telecommunications staff and is accountable for their work, their development, and their coverage of the campus.

Essential Functions Supervision & Leadership:

- Design, configure, install, maintain, and troubleshoot the campus wired and wireless network, including switches, routers, firewalls, wireless access points and controllers, VLANs, and VPN services.
- Own the campus structured cable plant: data drops, patch panels, keystone ports, fiber runs, and MDF/IDF wiring closets. Maintain accurate records of what is connected where.
- Perform wireless site surveys and RF tuning; plan access point placement and capacity for classrooms, administrative buildings, residence halls, and on-campus apartments.
- Administer DHCP and DNS services and manage the College's IP address space.
- Configure and maintain network monitoring and alerting; prepare and analyze network utilization statistics and recommend upgrades before capacity becomes a problem.
- Maintain firewall rules and network segmentation, including isolation of guest, IoT, and residential networks from administrative systems.
- Manage relationships with internet service providers and circuit vendors; monitor bandwidth and service levels.
- Serve as the primary point of contact and escalation for technology infrastructure problems; isolate and resolve issues under pressure in a live production environment.
- Prepare and maintain current network diagrams for staff, management, administration, and vendors.

Essential Functions: Documentation and Institutional Knowledge

- Maintain current written documentation of network topology, device configurations, server builds, vendor contracts, licensing, warranties, and recovery procedures.
- Maintain a credential and secrets management practice that allows authorized College personnel to access critical systems in this position's absence.

- Cross-train supervised staff so that no critical system depends on a single individual's undocumented knowledge.
- Maintain an accurate inventory of network and server assets, including age, warranty status, and planned replacement date.
- Perform other essential functions of the Office of Information Technology as necessary or as requested.

Non-Essential Functions

- Works in collaboration with other staff to support Apple and mobile devices that are part of college services.
- Maintains or assists in the maintenance of department files and paperwork, including warranty information.

Required Knowledge, Skills, Abilities:

- Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education, thus enabling the employee to support and strengthen the Jesuit, Catholic mission of Spring Hill College.
- Proven ability to support and contribute to a culture of inclusion, equity, and respect for diverse backgrounds, perspectives, and traditions in alignment with SHC mission.
- Solid working knowledge of common network technologies including Ethernet, IP addressing and subnetting, routing, switching, VLANs, and enterprise wireless.
- Demonstrated ability to administer firewalls and apply network security controls.
- Demonstrated ability to administer Windows Server and Linux operating systems in production.
- Experience with server virtualization and enterprise storage.
- Experience administering Active Directory and cloud or hybrid identity services.
- Ability to automate routine administration through scripting.
- Proven ability to quickly isolate and troubleshoot issues under pressure in a production environment.
- Experience with performance monitoring tools and technologies.
- Working knowledge of the compliance obligations that apply to higher education technology, including GLBA Safeguards, FERPA, and PCI DSS.
- Supervisory ability, including the capacity to set priorities for others, evaluate performance, and develop staff.
- Knowledge of and ability to support project management processes.
- Ability to produce clear written documentation and to keep it current.
- Discretion and sound judgment in handling confidential institutional and personal data.
- Ability to quickly learn unfamiliar technologies.
- Ability to evaluate and analyze work situations using independent judgment and initiative.
- Ability to prioritize and to work on multiple tasks or duties simultaneously.
- Ability to respond to questions from non-technical users in a knowledgeable and personable manner.

Physical Requirements and Working Conditions

- Ability to access all academic and administrative offices, departments, wiring closets, and classrooms on campus.

- Ability to access all rooms of residence halls and on-campus apartments as needed and appropriate.
- Ability to lift and transport 50 pounds.
- Ability to work from ladders and in confined spaces such as wiring closets, ceiling spaces, and equipment cabinets.
- Ability to work some nights and weekends as required, including scheduled maintenance windows outside of business hours.
- Participates in after-hours on-call response for infrastructure and security emergencies.
- Ability to travel as necessary and to represent the College at local and out-of-town meetings, seminars, or presentations.

Qualification Standards:

Minimum Qualifications:

- A Bachelor's degree in Computer Information Systems, Management Information Systems, Computer Science, or a related field from an accredited college or university.
- Or ten years of experience with enterprise computer systems, servers, and networking.
- Technical experience gained in military service may also be considered.
- A minimum of five years of progressively responsible experience administering enterprise networks and servers is required, including at least two years of supervisory or team lead experience. Experience in an academic institution is highly desirable.

Preferred Qualifications:

- Professional certifications in networking, security, project management, or server administration, such as CCNA or CCNP, Security+, CISSP, or PMP.
- Direct experience with the College's current network and server platforms preferred: (Ruckus, Brocade, HP/Aruba, Adtran, Sonicwall, WMWare).
- Demonstrated knowledge of networking support for Apple products and mobile devices.
- Experience supporting Jenzabar J1 or a comparable higher education ERP in a hosted environment.

Certifications and Licenses Requirements:

Send cover letter and resume to chughes@shc.edu

Spring Hill College is an Equal Opportunity Employer that values inclusion, respect, and the inherent dignity of every person, consistent with our Catholic, Jesuit mission.

The College reserves the right to modify, reassign, or eliminate job duties and responsibilities, or to combine positions, or portions thereof, at any time, with or without notice. This job description is not an employment agreement or contract.
