

SENIOR NETWORK ADMINISTRATOR (DCC)

DISTINGUISHING FEATURES OF THE CLASS:

This is a high level technical and supervisory position responsible for the development of the Community College's computer infrastructure and networks. The incumbent researches and recommends critical infrastructure changes and proposes hardware for the management of bandwidth, security and LAN/WAN improvements. The incumbent also plans, coordinates and implements network strategies for infrastructure migrations, upgrades, VOIP/telecom convergence and network redundancy. The position works under the general supervision of higher level administrative staff with considerable leeway in researching and recommending products. The position is responsible for the supervision of a number of operations and communications staff.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Monitors all WAN and LAN connectivity between college user sites; analyzes use and problems, resolving as necessary;
2. Reports fiber and cable outages to the appropriate service provider and works with provider to resolve issue;
3. Protects network resources from outside threats, recommending security devices and features;
4. Configures supplier products for network integration and installs software updates and patches as necessary;
5. Acts as final technical focal point, resolving complex LAN/WAN communication issues between numerous devices involving variable protocol levels; provides alternative solutions when required and keeps management apprised of critical outages, events or situations;
6. Researches new products and technology for use in college's infrastructure, recommending upgrades and enhancements to LAN/WAN, bandwidth, security;
7. Plans and implements server maintenance by providing upgrades, backups and support for critical applications; schedules and coordinates required server changes with vendor support technicians;
8. Develops, tests and implements a disaster recovery protocol for the Community College network infrastructure and for remote access to critical server applications;
9. Develops and maintains accurate diagrams for all network infrastructure connections within the Community College;
10. Provides support for IP telephone convergence, analyzing network outages and latency; troubleshoots and resolves voice issues, verifies operational status of links;
11. Supervises network support staff; provides technical support to campus employees.

SENIOR NETWORK ADMINISTRATOR (DCC) (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of various computer platforms, operating systems and software products sufficient to monitor, analyze, design and upgrade a complex multi-platform computer infrastructure and associated networks;

Knowledge of various security and recovery principals, practices, technologies and products sufficient to develop and maintain a secure computer system, including business continuity and recovery;

Knowledge of telecommunications sufficient to oversee, analyze, troubleshoot and integrate VOIP through a diverse set of users;

Ability to identify, analyze, research and develop and implement solutions for complex problems;

Ability to exercise independent initiative and good judgment;

Ability to establish and maintain effective working relationships with staff, campus employees, representatives of outside agencies and vendors;

Ability to supervise and evaluate the work of others;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Bachelor's degree in Computer Science, Information Systems or a closely related field and four (4) years of recent* full-time work experience in systems network design, implementation and support in a LAN/WAN setting;
- OR: (B) Associate's degree in Computer Science, Information Systems or a closely related field and six (6) years of recent* full-time work experience in systems network design, implementation and support in a LAN/WAN setting;
- OR: (C) An equivalent combination of education, training and experience between the limits of (A) and (B) above.

*Recent work experience is defined as work occurring within the ten (10) years immediately prior to the date of application.

Part-time work experience is not acceptable.

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT:

Possession of a New York State Driver License at time of appointment and to maintain position.

ADOPTED: 06/27/2019