**Saint Michael’s College**

## Job Description

**Job Title:** Network Engineer

**Department:** Information Technology

**Supervisor or Manager**: Assistant Director – IT Data Center

**Date Created:** 04/06/2018 **Last Revised:**  06/23/2021

***Our Mission:*** It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

**Major Objectives:**

* Effective operations for the stability of the campus network and communication systems are provided
* The security of the overall campus computing environment is ensured
* Customer-focused, timely and accurate support is available to faculty, students and other Saint Michael's College constituents
* Work orders, service requests, inventory, and solutions in the IT Helpdesk system are recorded in an accurate and timely manner
* Other work groups in IT are coordinated with to maintain desired levels of service and increase levels of customer satisfaction

**Essential Duties and Responsibilities:**

* Provides oversight and operational support for the campus physical network including campus-wide network closets, inter-building connectivity and connectivity to the Internet
* Provides oversight and operational support for the campus network including network switches, firewalls and Wi-Fi
* Works with wiring vendors on the installation and maintenance of data jacks and network connected devices
* Develops and maintains solutions for network security
* Contributes information to IT best practices documentation (networking, Wi-Fi, security, e-mail, and voice)
* Provides network support to students, faculty and staff
* Performs daily support activities such as installation, troubleshooting, and working with vendors to resolve issues and problems
* Sees the value of cultural, ethnic, gender, and other individual differences in people. Helps to create an environment of learning about, valuing, encouraging, and supporting differences
* Seeks different points of view and leverages diverse perspectives in group processes and decision-making. Checks own views against the views of others
* Supports fair treatment and equal opportunity for all. Listens to and objectively considers the ideas/input of others. Respects the talents and contributions of all individuals

**Secondary Responsibilities:**

* Provides backup operational support for campus data center infrastructure including hardware, virtual servers and server backups
* Provides backup operational support of campus communication systems including telephones, voicemail, E911, emergency phones, campus switchboard and network faxing
* Investigates and remediates network security issues such as copyright violations, password compromises, vendor audit recommendations, etc.
* Reviews and analyzes network performance data with an eye towards trends that negatively impact the end user experience

**Positions Supervised:**

* None

**Major Contacts:**

* Campus community (faculty, staff, students, alumni, parents, prospective students and prospective parents)
* Vendors, engineers and sales staff

**Demonstrates Excellence:**

* Regularly demonstrates an understanding of the academic and business processes and cycles that they support.
* Regularly demonstrates an awareness and understanding of the impact of the technologies we deploy.
* Regularly demonstrates an understanding of the impact of change on our customers and vendors / partners.
* Regularly creates proactive communication plans.
* Regularly brings projects in on time and on budget.
* Demonstrates willingness to take on new challenges.
* Demonstrates a willingness to take responsibility for failures, both one’s own and the team’s.
* Regularly demonstrates a commitment to continuous evaluation and improvement.

**Education and Work Experience:**

* Bachelor’s Degree or equivalent combination of education and experience
* 4 year degree in Information Systems or Network Security preferred
* Experience working with a diverse range of clients, including students
* A minimum of two years’ experience working in a Helpdesk or Service Center

**Analytic Skills:**

* The ability to use various analytical techniques to identify cause-and-effect relationships and then develop plans to change a situation is required.

**Language and Literacy Skills:**

* Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.
* Oral and written communication skills sufficient to accomplish assignments such as preparing and updating best practice documentation, providing information and assistance to customers, and communicating with vendors and consultants

**Computer/Technology Skills:**

* Understanding of firewalls, network switches and wireless technologies
* Understanding of unified communication systems
* Familiarity with Microsoft Office products

**Licenses, Certifications and Other Requirements:**

* None required

**Physical Demands:**

Work is often performed in a typical office environment requiring:

* Sitting in a normal seated position for extended periods of time
* Reaching by extending hand(s) or arm(s) in any direction
* Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
* Communication skills using the spoken word
* Vision sufficient to see within normal parameters
* Hearing sufficient to hear within normal range
* Ability to adjust focus quickly

While performing the duties of Instructional Designer Technologist, occasionally the employee is required to lift 10-25 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**

* On call responsibilities in the event of an IT emergency
* Some weekend and evening hours (semester openings, incidence based and as requested)

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.