Saint Michael's College
Job Description

Job Title: Network Engineer

Department: Information Technology

Supervisor or Manager: Joe Pawlaczyk, Associate Director – IT Data Center

Date Created: 06/29/2011  Last Revised: 06/29/2011  FLSA Status: E

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:
• Provide oversight and implementation for release and change management of end user hardware and software, ensuring compatibility with network
• 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 is 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:
• Develops and maintains documentation related to hardware and software installations
• Delivers software updates to the College desktops and network application servers
• Installs and manages application servers that support the College desktop computing environment
• Creates automated installations for supported software, to be delivered across the network
• Contributes information to IT best practices documentation (print, web, cable broadcast, e-mail and voice)
• Maintains College desktop images and related documentation
• Provides desktop support to students, faculty and staff including hardware, Microsoft software and other applications
• Performs daily support activities such as installation, troubleshooting, and working with vendors to resolve issues and problems

Secondary Responsibilities:
• Evaluates and recommends new desktop solutions, new software solutions and releases
• Plans and projects budget needs for hardware, software, and appliances
• Plans and projects budget needs for applications and tools that support delivery of robust network services
• Provides cross-training of IT department staff
• Review and analyze 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 demonstrate an understanding of the academic and business processes and cycles that they support
• Regularly demonstrate an awareness and understanding of the impact of the technologies we deploy
• Regularly demonstrate an understanding of the impact of change on our customers and vendors / partners
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• Regularly create proactive communication plans
• Regularly bring projects in on time and on budget
• Demonstrate willingness to take on new challenges
• Demonstrate a willingness to take responsibility for failures, both one’s own and the team’s
• Regularly demonstrate a commitment to continuous evaluation and improvement

Education and Work Experience:
• Bachelor’s Degree equivalent combination of education and experience
• 4 year degree in Computer or Information Systems preferred
• Experience working with a diverse range of clients, including students
• Supervisory experience
• Vendor management
• Technology procurement
• Experience working with a diverse range of clients
• Complete understanding of Microsoft operating systems and the Microsoft Office Suite of applications
• A minimum of two years experience working in a Helpdesk or Service Center
• Oral and written communication skills sufficient to accomplish assignments such as; prepare and update best practice documentation; provide information and assistance to customers; and communicate with vendors and consultants

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.

Computer/Technology Skills:
• Complete understanding of Microsoft operating systems and the Microsoft Office Suite of applications
• MCP desired, but not required
• A+ certification desired, but not required

Adobe Acrobat: None ___ working knowledge ___intermediate ___ highly proficient
Datatel/ERP: None ___ working knowledge ___intermediate ___ highly proficient
Internet Research: None ___ working knowledge ___intermediate ___ highly proficient

Other (please specify): Track-It! (incidence management software)

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
• Ability to lift up to 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.