JOB DESCRIPTION

JOB TITLE: Associate Director of Network Services

REPORTS TO: Director of Network Services

BASIC FUNCTION: Responsible for assisting in the planning, managing, and evaluating the activities of the Network Services Department districtwide in accordance with institutional goals, objectives, policies, procedures, and directives.

CLASSIFICATION: Managerial and Other Academic Personnel

DUTIES AND RESPONSIBILITIES:

1. Assists in the development of strategic planning for Network Services to support institutional goals and objectives.

2. Manages and maintains college systems:
   a. Zenworks Desktop Management and Patch Management
   b. Linux and Windows Server Management
   c. SIEM (Security Information and Event Management) Netiq Sentinel
   d. Juniper switches and Juniper wireless administration
   e. Xiotech SANs and ESX VMware servers

3. Directs computer refresh process including the planning, purchasing and replacement of computers and laptops based on the college computer refresh schedule.

4. Documents the network infrastructure and network procedures including network diagrams of the LAN, WAN, and server connections.

5. Ensures college licensing of software products used on college computers and servers.

6. Ensures college backups, tape archive, and disaster recovery procedures.


8. Design, install, and provide ongoing support for the College’s network security infrastructure including Virtual Private Networks (VPNs), system patching, and managed anti-virus systems.

9. Works with Management Information Systems, Academic Technology and Telecommunications staff on projects that affect the college’s computers, network or bandwidth.

10. Participates with the Technology Committee and other appropriate councils/committees.
11. Responsible for supporting the College’s wireless network.

12. Serves as backup email administrator.

13. Assists faculty and staff with software and technology decisions to ensure compatibility with the College’s network.

14. Responsible for testing and enforcing adequate information technology standards, practices, and procedures for all network, servers, and local applications. Works closely with the Network Security Manager on college security planning, assessment, and enforcement.

15. Position requires travel to all College operating sites to perform duties.

16. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Required: Bachelor’s Degree in Technology from a regionally-accredited institution with 3 years network and supervisory experience. An Associate’s Degree from a regionally-accredited institution with 5 years network and supervisory experience may be substituted for the bachelor’s degree. In lieu of academic degrees, two of the following certifications CCNA, JNCIA, MCSE or Suse CLA with 7 years of network supervisory experience may be considered. Knowledge of Active Directory. Ability to work independently with minimal supervision. Proven ability in dealing successfully with end users. Strong organizational skills. Must have/maintain a valid Florida driver’s license. Must have reliable transportation.

Preferred: Novell networking experience; knowledge of Juniper/Cisco, Zenworks, Novell/Windows servers; supervisory experience in an educational setting.