PROFESSIONAL JOB DESCRIPTION
Exempt; Full-time

POSITION TITLE: Network Support Engineer
DEPARTMENT: Information Support Services

PURPOSE: Act as senior technical expert within the department. This position is responsible for directing the support of all computer hardware systems and server assets which network users rely on for file sharing, printing, email and Internet usage on campus. Level 2 skill level is advanced computer support done by technicians who have several years of experience; they have the knowledge and experience that enables them to perform their job independently and tackle difficult technical projects without supervision.

ESSENTIAL FUNCTIONS

Design, maintain, and repair the College’s passive network (cables, hubs, patch cords, and panels) and active hardware (switchers, routers, hubs, and network cards).

Implement and support the campus email system; recommend design changes. Assist with backup and granular restore support of Microsoft Exchange, Microsoft Outlook, Web Access and Microsoft Active Directory servers.

Provide operational oversight, leadership, and technical analysis of Microsoft Exchange.

Design, maintain, and repair network servers. Make sure appropriate hardware and software is installed to meet technology demands of the college.

Implement and support virtual servers and desktops using VMware Virtual Infrastructure.

Plan and train staff in the installation and support of local and wide area networks. Train users in use of software, hardware, and network systems.

Model and forecast LAN traffic to ensure sufficient capacity is in place to meet growth.

Recommend direction for network architecture based on traffic requirements and technological evolution.

Install, configure and maintain workstation computers and other related hardware components, network cards and software. Receive, investigate and respond to user questions and problems encountered with hardware/software. Analyze and correct problems.

Arrange for return of defective parts and warranty service to manufacturer or supplies.

Document procedures for installation, use, maintenance, troubleshooting, and management of the college's information assets. Document system procedures and train other personnel in the department to function as a backup.

TVCC values professionalism in its employees. The following attributes and behaviors are identified as examples of what is expected of an employee:

- Display empathy and positive regard for others in written, verbal and non-verbal communications.
• Work effectively with colleagues and students by practicing punctuality, respect for deadlines, collaborative problem solving, and honest communication.
• Build trusting relationships by acting with integrity, courtesy, and responsibility, even in the face of stress or demanding workplace conditions.
• Maintain proficiency as needed and approved by attending trainings, reading job-related materials, and meeting with others in area of responsibility.
• Dress appropriately for a workplace with frequent customer service interaction and community outreach.
• Meet all required standards of confidentiality and safety. Maintain work areas in a clean and orderly manner.

QUALIFICATIONS
MANDATORY: Associate’s degree or two years of college. Training and at least three years of direct, on-the-job experience with Windows Servers, creating and managing user accounts, and Active Directory tree structure. Experience with Ethernet network design, maintenance, installation and repair; Cisco routers and associated software; and network test equipment including analyzers, wire testers and general test equipment. Working knowledge of Category 5 cabling, fiber optic cabling, cable termination, and hubs and switches. Knowledge of installation, troubleshooting and repair, and training methods related to personal computer systems; able to communicate effectively to technical and non-technical audiences. Broad knowledge of principles of network security; network protocols and IP administration; operating systems including Ethernet, TCP/IP, UNIX and NT; and local and wide area networking technologies.

PREFERRED: Bachelor's degree in Computer Science. Experience with Microsoft SQL Server, VMWare.

SPECIAL CERTIFICATE: Cisco Certified Network Administrator for maintaining Cisco routers, Microsoft Certified Systems Engineer for maintaining Windows servers, and Networking Plus certification or the equivalent.

PHYSICAL DEMANDS
While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis and may require moving materials weighing up to 60 pounds on a weekly basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, standard office equipment, hardware installation tools, etc.

WORKING CONDITIONS
Work period will be divided into different working environments from usual office working conditions (telephones, personal interruptions, and background noises) to noisy conditions while installing/repairing cables, wiring, which may expose incumbent to dust, dirt, and confined spaces. May work some evening and weekend hours to complete projects or meet the needs of the department.

SUPERVISORY RESPONSIBILITY
None, but may assign and oversee workload of co-workers and part-time staff.
SUPERVISION RECEIVED
Works under the general supervision of the Director of Information Support Services.

The above description covers the most significant duties performed but does not include other related occasional work.

I have read and understand this position description.

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Employee Signature

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Date

Created 7/07;
Updated 3/10