Connecticut State Community College
Job Description
Enterprise Technology Administrator Level III

Salary Level: **Date Approved/Revised:**
CCP 17 (Subject to Willis)   **6/5/23**

POSITION PURPOSE:
Under general supervision, the incumbent assists in supporting and maintaining moderately complex TCP/IP routing, switching, communications, and security components incorporated in the college's enterprise computing infrastructure. This includes using and understanding management tools to enhance service quality.

SUPERVISORY AND OTHER RELATIONSHIPS:
The Enterprise Technology Administrator III works under the directions of an Enterprise Technology Manager.

EXAMPLES OF DUTIES:
The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

Performs installation, configuration, administration, maintenance, and support of the routing and switching network components incorporated in the college's enterprise-scale computing infrastructure. Performs racking, cabling and wire management of data closets and data centers

- Performs duties on both physical appliances (routers, switches, firewalls) on the LAN, MAN, and WAN, as well as virtual appliances, at the level of a CCNA (Cisco Certified Network Associate, or equivalent.)
- Monitors the ongoing operation and performs activities to assist with performance tuning, troubleshooting of hardware, OS and application issues, at the network level.
- Performs regular and on-demand infrastructure backups and recoveries.
- Follows disaster recovery and business resumption plans. Participates in the college's emergency response.
- Maintains appropriate documentation on procedures, configurations, and equipment inventory.
- Manages the operation of the college data center(s) and telecommunication facilities.
- Follows security policies and procedures and assists with investigation and resolution of security incidents.
- Follows standard operating procedures and assists other staff in the implementation of these procedures.
- Participates in small projects including planning, testing, and implementation.

- Assists with working with vendors and technical support personnel on equipment and software purchases, as well as support and maintenance contracts. Provides troubleshooting with non-networking areas, such as CPTV, VOIP, AV, Firewalls, VPNs, digital signage, code blue phones, building management devices and access control systems.
- Performs other duties and responsibilities related to those above which do not alter the basic level of responsibility of the position.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT
In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

QUALIFICATIONS:
Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Familiarity with one or more operating systems.
- Experience in the installation and support of production environments utilizing virtualization technologies.
- Demonstrated hands-on experience with IP Networking, and wireless controllers, drop repairs, wiring, cabling, and fiber.
- Familiarity with one or more of the following technologies: DNS, RADIUS, DHCP, VOIP, SNMP, wireless networking, Firewalls, Cisco Prime Infrastructure and ISE, Cisco DNA, SIEM & IPAM. Working knowledge of Microsoft Windows operating systems and Cisco CCNA certification or equivalent work experience can be used in place of the degree requirement.
- Experience working in a team environment.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in Computer Science or related area and 1-3 years of experience with responsibilities involving installation, configuration, administration, maintenance, and support of at least one enterprise-level service/management application or infrastructure component including computer systems, database, network, telecommunication, storage, messaging, disaster recovery, security, and data center; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT
The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to meetings and conferences.