

Job Description

Title: Network/Telephone Engineer
CBA Position: KCSS
Department: IT
Reporting Manager: Coord. ESS
Direct Reports: None
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: C42
Band Range: \$48,370-\$72,557
FY14 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:

Provide support in installation, maintenance and repair of network and telephone equipment; add, modify and remove network user accounts, as well as maintain the physical information network, data storage, backups, and related equipment.

Supervisory Responsibilities: None

Minimum Qualifications/Basic Job Requirements:

- Associate's degree in information technology or related field
- 3-5 years network installation and maintenance experience

Illustrative Examples of Essential Functions:

- Manage and administer the addition, modification, or removal of user accounts, set up new users with printer assignments for networked printers, back up data as necessary.
- Research and resolve system problems; create scripts to automate tasks.
- Assist staff and students on troubleshooting and resolving network and phone related issues.
- Manage network administration; monitor, repair, configure and install equipment including network switches, wireless access points, networked printers and connection workstations.
- Manage phone system administration; add, move and remove telephone and connections; add, modify and remove voice mail accounts, trouble shoot and resolve problems with phone systems.
- Research new technologies and methods to improve IT processes and services.
- Perform other duties of a similar nature as directed.

(Core Competencies) Knowledge, Skills, and Abilities:

- Possess strong organizational skills
- Possess applied or advanced knowledge of Windows, Mac, and Linux Operating Systems.
- Understand Information Technology Network infrastructure, Active Directory, DHCP, DNS, LDAP, HP Network Switch Configurations, Telephone System Administration, Wired and Wifi network administration, Network Security management, and Video security administration.
- Have working knowledge of client-server systems, web browsers, networked information resources email systems, LANs and networked printers.
- Demonstrate clear and effective written and verbal communication skills

- Provide strong and clear communication, customer service, and inter-personal skills
- Ability to work independently
- Able to cooperatively work with diverse groups of students and staff
- Understanding of basic administrative processes and procedures
- Advanced understanding of Microsoft Office Productivity Suite
- Understanding of advanced computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

Workload Summary:

(Special physical requirements necessary for performance of the job)

- Work is normally performed in a general office setting
- Work is conducted in a busy office environment with frequent interruptions
- This position requires light physical activity and movement, however there may be some instance where the position would be required to move related computer or telephone equipment in excess of 30lbs.

Disclaimer:

Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.

01/2014