



Savannah State University Position Description – Technology Support Manager

POSITION DESCRIPTION

Position Title: Network Services Specialist III FLSA Status: Exempt

Reports to: Systems Manger

Department: Computer Services and Information Technology

Date Prepared: January 2008

BASIC FUNCTION

The incumbent in this position provides support for the network infrastructure in the local area network. This includes but is not limited to, enterprise applications, servers, and networking equipment. The incumbent provides service through the campus helpdesk system and provides emergency services when appropriate. The incumbent also monitors network utilization and equipment and develops an implementation plan for new applications and systems.

NATURE & SCOPE

Reporting to the Systems Manager, the incumbent serves as a member of a team that provides application and hardware deployment services to the university. The incumbent makes recommendations regarding the method in which network problems and/or repairs are carried out and works with the team to execute the plan. On a weekly basis, the incumbent interacts with vendors, faculty, staff, and students to carry out the objectives of the position. In addition, the incumbent must stay current with technological advances in networking that will help facilitate problem resolution.

PRINCIPAL ACCOUNTABILITIES

- Install, configure, manage, and maintain network hubs, switches, routers, and firewalls.
- Manage DHCP, DNS, and Proxy servers and service
- Provide networking support for academic, administrative, and residential hall facilities.
- Install, configure, manage, and maintain wireless network equipment and services
- Ensure a secure network computing environment
- Use software to provide network logical and physical design specifications and maps
- Other duties as assigned

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

This position requires a four-year college degree in addition to strong application and troubleshooting skills used to troubleshoot network and systems in the local area network. Demonstrated experience and exposure in the security arena dealing with security-related issues a plus. Industry certifications in networking and security highly desirable: CCNA, CCNP, CISSP