



GLOUCESTER COUNTY COLLEGE

POSITION DESCRIPTION

Date: 09/09

POSITION TITLE: **Systems and Network Administrator**

ORGANIZATIONAL UNIT:

EEO:

REPORTS TO:

GRADE:

GENERAL DESCRIPTION

Manages the operation and administration of the servers, infrastructure and workstations of a campus wide network. Additional roles may include the management of the Technicians and Technical Support Desk staff.

DUTIES

1. Oversee all aspects of the GCC campus network and provide technical leadership to the network management team.
2. Administration and maintenance of mission-critical web, database and application servers.
3. Planning, installing, securing, administering and documenting Windows 2003/2008 Servers, Exchange 2003/2007 servers, BlackBerry Enterprise Server for Microsoft Exchange, eLearning server (Blackboard 8.02), Academic Scheduling server and Active Directory networks including disaster recovery planning.
4. Maintain routers, firewalls, spam firewalls and virus prevention, VPN's and workstations.
5. Conduct installation of new software releases, system upgrades and installation of patches and resolution of software related problems.
6. Provide training and support to staff and users.
7. Document and track work within systems and review and update documentation created by others.
8. Research methods or offer suggestions for improved system operation and efficiency.
9. Assist in the development of policies and procedures that affect the operation and use of the campus network.
10. Resolve problems and answer routine questions without direct supervision.
11. Generally defines own priorities of service.
12. Keep management informed of opportunities, problems and issues.
13. Performs other duties as assigned which are not limited by the description contained herein.

MINIMUM QUALIFICATIONS

- MCP and or MSCE certification preferred.
- Bachelor's degree or above in CIS, MIS or related field preferred.
- 3-5 year of Microsoft Domain Administration.
- Experience with MS Active Directory, MS Exchange 2003, MS Exchange 2007, MS Windows 2003 server, MS Windows 2008 server, Window Group Policies, MS SQL 2005 Server, MS SQL Server 2008, Blackboard Learning System CE Enterprise License 8.02, BlackBerry Enterprise Server for Microsoft Exchange, firewalls, routers, switches, DHCP, DNS, WINS, VPN's, FTP, Internet Protocols and services and data communication products.
- Working knowledge of network topologies and infrastructure technologies and TCP/IP networks and able to troubleshoot lower level issues.
- Knowledge of Academic Scheduling software such as R25i, EMS or Ad Astra is desirable.
- Experience in data backup and recovery as well as Virus, Spyware and worm removal and repair.
- Excellent communication skills and the ability to work well with many individuals or manage many individuals in a diverse higher education environment.
- May require extensive after-hours and weekend/holiday support and being on call during non-scheduled work hours.