Monmouth
COLLEGE

DESCRIPTION, DUTIES, & EXPECTATIONS OF POSITION

POSITION TITLE: NETWORK SYSTEMS MANAGER

PERSONNEL CLASSIFICATION: ADMINISTRATIVE STAFF, FULL-TIME (12 MONTHS) - EXEMPT

DEPARTMENT: INFORMATION SERVICES

POSITION SUPERVISOR: CHIEF INFORMATION OFFICER

DEPARTMENT HEAD: CHIEF INFORMATION OFFICER

SUMMARY: Develop network system and telecommunications architecture. Design and coordinate installation, configuration and administration of networks and networking equipment. Provide technical support of the network and software environment. Administer and maintain all components of the local area and wide area networks. Administer and maintain the telephone system and network. Oversee and support help functions that relate to networks, security, redundancy, and connectivity. Assist with server administration. Contribute to a team environment within the Information Services Department.

DUTIES: May include, but are not necessarily limited to the following:

Network Support

- Design, plan, and implement network systems and architecture. Develop, implement, and enforce network naming and addressing standards among all networks
- Oversee and maintain the networks including upgrades, redundancy planning, and troubleshooting
- Configure, install, and maintain system hardware, network addresses, directory structures, security, and network server software. Ensure continuous operations and network security, responding to incidents as they occur.
- Build and maintain naming services servers and domain name servers including start-of-authority, name-to-address mappings of primary and secondary servers, and pointer records.
- Develop strategies for network server data backup, including recovery and disaster plans.
- Manage and monitor memory usage of the network, network printing, and server technical resources. Perform periodic performance tuning on equipment.

Network Systems

- Analyze network traffic and modify the network to optimize operation of the network and servers. Coordinate, allocate, and monitor memory usage of the network and network technical resources. Monitor user access of the network.

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- Establish and enforce system standards, protocols and procedural controls for operation of the network systems including remote server access.
- Formulate and implement systems tuning strategies.
- Maintain up-to-date knowledge of developments in network and server technology, trends, and issues. Research and recommend enhancements to server systems, and assist in evaluation/selection of network and/or server equipment and/or software. Monitor cost-effectiveness of in-house services versus outsourcing for server and network services.
- Participate in troubleshooting and resolving complex network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail, and file servers. Work with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems. Communicate with users about system changes that impact them.

Telephones & Voicemail
- Oversee and maintain the telephone network and equipment.
- Configure voicemail accounts for employees and offices.

Other
- Perform other related duties as assigned.

QUALIFICATIONS

Knowledge and Skills

- Specialized professional knowledge of personal computer-based local and wide area networks; network operations through multiple servers; integration of data and telecommunications; principles and practices of data processing and systems administration.

- In-depth understanding of line commands for managing and manipulating routers, switches, firewalls, and wireless networking equipment. Experience with HP, Alcatel, and Aruba systems preferred.

- In-depth knowledge of network operating systems.

- Understanding of Microsoft desktop Operating Systems, Windows Server Operating Systems, and Linux/Unix Operating Systems, as needed.

- A working knowledge of server installation and setup procedures.

- Strong communication skills, including the ability to convey highly technical concepts to a wide range of internal contacts and to deal effectively with external contractors.

Education and Experience

- Bachelor's Degree in Computer Science or related technical field.

- Significant experience in network operations and network administration at an enterprise level.

- Experience working with HP/Aruba wireless networks.

(ISC Network Systems Manager 04/30/21)

WORK RELATIONSHIPS: Reports to the Chief Information Officer and works directly with other members of Information Services. Daily contact with students, staff, faculty, and other members of the campus community. Periodic contact with alumni and special guests.

WORKING CONDITIONS: Working conditions vary dramatically from climate controlled office areas to outside locations. Moderate physical effort (i.e. stooping, crawling, reaching, climbing, etc.) may be required to perform essential duties.

GENERAL EXPECTATIONS OF POSITION: Regular and predictable attendance on the job is an essential function of the position. Maintain regular and timely work schedule as assigned by immediate supervisor and approved by Personnel Office. Conduct is expected to be professional and courteous. Instructions and assignments are to be carried out in a manner which promotes and is consistent with the intrinsic goals of Monmouth College.

ADDITIONS, AMENDMENTS, AND DELETIONS: The whole or any portion of this Description may be added to, amended, or deleted at any time by the position supervisor(s), Director of Personnel, Vice President or President. In addition, modifications may be made to reasonably accommodate individuals with qualified disabilities.

DISTRIBUTION: Copies of this document will be provided to both the employee and position supervisor(s). An additional copy will be maintained in the employee's personnel file.