



Classification Description

Job Title: Network Administrator I

Pay Grade: TC030

Job Code: T025

FLSA Status: Exempt

Job Purpose

The Network Administrator I is a specialized position that monitors and upgrades various network systems and components. Under the supervision of the Director of Network Systems and Infrastructure, the Network Administrator I focuses on tier 1 network support and services for the College. This position works in a team environment to ensure that College network resources and services are responsive, reliable, and secure while effectively supporting teaching and learning at Florida SouthWestern State College (FSW).

General Responsibilities

Essential Functions

Implements and maintains critical network devices and systems such as Windows Server, Active Directory, DHCP, network switching and routing, and wireless technology.

Monitors and maintains network systems and hardware to current industry standards and recommended best practices.

Collaborates with other members of the Network team and provides input on recommended design, implementation, and integration of network technologies and policies.

Writes and communicates clear, accurate procedural documentation. Communicates effectively and concisely via electronic mail and other forms of communication.

Troubleshoots network problems and system failures involving hardware and software to determine the causes and recommends appropriate solutions.

Reviews system logs and other metrics to produce accurate, concise reports that indicate recommended improvements and required action necessary to maintain as close to 100 percent reliability of network and computing systems, infrastructure, and services.

Configures and manages security options to protect confidential information while allowing appropriate access. Maintains up-to-date knowledge of current and emerging security alerts and issues.

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Configures and manages College network, infrastructure and systems to effectively protect confidential information while allowing appropriate access.

Maintains personal development or continuing education of current and emerging IT best practices and standards, identifies and participates in activities to attain plan goals.

Practices procedures necessary to become an effective backup person for various network systems, as designated by the Director.

Participates daily in monitoring the FSW Help Desk ticketing system to resolve end user issues in a timely manner, usually within 24 hours.

Along with other Network staff, provides after-hours on-call support according to a rotation plan.

Monitors essential network activities, such as system performance and network latency while working to resolve network issues independently or with other members of IT. Recommends improvements for the College network.

Participates in departmental meetings, in service training and other activities as required; attends conferences, seminars and professional meetings as designated.

Provides and maintains cellular telephone and high-speed internet technology services, which allow immediate accessibility to the College through text and voice messages by cellular phone, and responds as directed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education in computer science or related field.

Two (2) years of full-time related professional work experience. Appropriate combination of education, experience and/or industry standard certification(s) (i.e., CompTIA, Microsoft, Cisco, etc.) may be substituted.

Demonstrated experience using a personal computer and office software with proficiencies using and supporting products such as MS Office and electronic mail. Computer use includes data entry, word processing and/or accounting functions.

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Current industry standard certifications are desirable (CompTIA, Microsoft, Cisco, etc.)

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicate and collaborate with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

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Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. incumbents are required to lift 40 or more pounds and work in network closets and data centers. Must be able to work on a ladder and above or below desks.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills necessary. Requires excellent troubleshooting skills and the ability to work independently or collaboratively.

Approved: October 16, 2017. Revised: April 30, 2019, July 25, 2022, June 6, 2023 and October 23, 2023.