



Classification Description

Job Title: Network Administrator II

Pay Grade: TC060

Job Code: T035

FLSA Status: Exempt

Job Purpose

The Network Administrator II is a highly technical position that monitors and implements enterprise hardware, software, and other components of the College network and infrastructure. The Network Administrator II focuses on tier 2 network support and services for the College while working in a team environment to ensure that College networks 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 network segments which are fast, reliable, and deliver near 100% reliability. These networks include components such as Microsoft Server, IIS, SQL, DNS, Active Directory, RADIUS, firewalls, and DHCP.

Provides daily maintenance and support for Cisco Switching and Routing equipment and various wireless network technologies. Works directly with College service providers and vendors to deliver near 100% reliability from all services and systems.

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

Administers and maintains software, firmware, and security patches for network equipment. Provides support during scheduled maintenance and provides support for successful outage and recovery of network equipment and systems.

Administers enterprise video and voice collaboration services, endpoints, and systems for all College locations. Troubleshoots issues and identifies/implements solutions to ensure optimum operation of all systems.

Administers on premise data center systems and enterprise network systems and technology.

Administers cloud-based enterprise systems, connections, policies, and services.

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Works directly with College vendors to provide necessary support and maintenance for collaboration systems, technology and components.

Writes and communicates clear, accurate procedural documentation. Creates and implements project plans for new technical systems deployments such as College LAN/WAN design improvements and new server commissioning.

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

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.

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

Monitors network resources which backup Florida SouthWestern State College computer systems.

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

Works with the Director and other staff team members to plan and implement network and system upgrades.

Monitors essential network activities, such as system performance, and works with the network team to resolve network issues. Recommends improvements for the College network.

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.

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Three (3) years of related experience, which must include current Microsoft Server administration, Cisco switch and router administration, and network systems management. Appropriate combination of education, experience and/or industry standard certification(s) (i.e., CompTIA, Microsoft, Cisco, etc.) may be substituted.

Current, intermediate, professional Microsoft, CompTIA, Cisco or other industry standard network level certification.

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

Experience using an enterprise-wide integrated information system such as SCT Banner.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

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.
- Make presentations in front of various group sizes.
- 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.

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- 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 communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be 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. Requires excellent troubleshooting skills and the ability to work independently or collaboratively.

Approved: June 6, 2023, and October 23, 2023.