Classification Description

Job Title: Assistant Director, Network Systems and Administrative Technology

Pay Grade: TD060

Job Code: T070

FLSA Status: Exempt

Job Purpose

The Assistant Director, Network Systems and Administrative Technology is a highly technical, supervisory position that functions as essential support personnel for all areas of College administrative computing systems, access control hardware, video surveillance hardware, and technology equipment for employee offices. Under the direction of the Director, Network Systems, Infrastructure and Operations, this position manages the Administrative Computing team responsible for supporting and maintaining all enterprise network systems, services, and software which support the administrative computing functions and policies at Florida SouthWestern State College. This professional position works with other teams within the Office of Information Technology to ensure that College systems, networks and services are responsive, reliable, and secure while effectively supporting teaching and learning at Florida SouthWestern State College.

General Responsibilities

Essential Functions

Provides daily supervision of the Administrative Technology team and associated network systems.

Prioritizes and schedules maintenance, projects, and other services with the Director, Network Systems, Infrastructure and Operations.

Collaborates with FSW-IT and/or other College staff to ensure uniform standards of administrative computing systems and administrative technology that are compliant with FSW best practices and industry standards.

Manages, trains, evaluates, and assists with hiring the Administrative Technology staff who handle the administrative technology, applications, and systems at the College.

Provides technical guidance and support to the technology support staff in the installation and maintenance of all administrative technology, systems, and integrated systems technology.

ASSISTANT DIRECTOR, NETWORK SYSTEMS AND ADMINISTRATIVE TECHNOLOGY

Assists the Director in the oversight, management, coordination, and completion of Help Desk tickets related to administrative systems, technology requests, video surveillance, and access control. Serves as one of the main points of contact for administrative technology staff as they work to resolve Help Desk tickets.

Assists the Director in the oversight, management, coordination and completion of Help Desk tickets related to Administrative computing hardware and software. Provides authoritative design and support to technology staff in all areas of integrated services and technologies including access control, video surveillance, etc. Serves as one of the main points of contact for Administrative technology staff supervision in the absence of the Director.

Leads and directs the standardization and deployment of Administrative Technology installation and function; establishes written procedures for conducting technology support troubleshooting.

Identifies and troubleshoots network errors, failures and server related issues that impact the administrative desktop environment.

Provides daily, tier 3, and primary support for administrative computing utilizing Microsoft 365 services in line with College initiatives and policies.

Serves as an authority on all administrative computing technology and software deployment for the Technology Services team. Provides documented installation procedures as applicable.

Provides technical support and training to technicians in installation, troubleshooting, repairing, upgrading and configuring desktop and laptop hard drives, memory, other computer components and/or peripherals, and integrated systems technology (electronic door access control hardware, security cameras, etc.); troubleshoots and resolves standard and complex technology performance issues to ensure proper functioning of desktop equipment and applications.

Collaborates with FSW-IT to establish written service level agreements for the Administrative Computing team. Develops written procedures for imaging and deploying administrative computing hardware and software.

Collaborates with Coordinator, Technology Refresh and the Director, Network Systems, Infrastructure and Operations to maintain technology refresh program for administrative computing, systems, and technology.

Serves as the lead technician in standardizing office and administrative area technology installation and function; establishes procedures for conducting Technology Support troubleshooting.

Manages and provides daily supervision to administrative area projects utilizing administrative team technicians and student assistants.

Collaborates with Network Services team to provide support for virtualization, patch management, and Microsoft 365 administration.

ASSISTANT DIRECTOR, NETWORK SYSTEMS AND ADMINISTRATIVE TECHNOLOGY

Functions as technical lead in all areas of Microsoft 365 services, configuration, and deployment for Administrative Computing and Systems.

Identifies and improves computing-related issues with College staff; implements and communicates administrative technology improvements to the Director, Network Systems, Infrastructure and Operations; works with vendors, as necessary.

Functions as a technical point of contact for iPad/tablet deployment at the College.

Installs and performs repairs to software, hardware, and peripheral equipment; tests and monitors software, hardware, and peripheral equipment to evaluate use, effectiveness, and adequacy of product for user; prepares evaluations of software and hardware and submits recommendations to management for review.

Confers with appropriate staff to determine requirements for new systems, software or modifications to existing configurations; ensures implementation of systems and software for new configurations or modifications.

Creates, maintains, and deploys new computer images for computers using advanced and effective network technology; maintains operating system images for rapid deployment; designs, tests, and implements virtualized desktop systems where applicable.

Provides twenty-four (24) hour on-call emergency response duty as it relates to assigned duties and support.

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 a related field.

Six (6) years of full time, professional work experience in a technology related position. Appropriate combination of education and experience may be substituted.

Proven knowledge and experience working with integrated systems like door access control systems (including installations), connectivity, troubleshooting, supporting event and conference audio/visual equipment including set-ups, and/or general technology required.

Experience working with large-scale events for multimedia needs preferred.

Knowledge and experience with event setup equipment (tables, chairs, stages, trussing, etc.) usage issues, maintenance requirements, equipment purchasing, inventory management, risk management, and staff training preferred.

Thorough knowledge of computing systems and networks.

Ability to independently travel to various campuses and other locations for College business.

Ability to provide twenty-four (24) hour on-call emergency response for assigned area of responsibility; ability to work evening, early morning and/or weekend hours, as needed.

Ability to perform independent PC problem analysis and resolution.

Experience with imaging computers and deployment.

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

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.
- 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 50 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 26, 2024.