



Classification Description

Job Title: Assistant Director, Network Systems and Operations **Pay Grade:** TD060

Job Code: T072 **FLSA Status:** Exempt

Job Purpose

The Assistant Director, Network Systems and Operations is a highly technical, supervisory position that functions as essential support personnel for all areas of College enterprise computing, data center operations, and network system administration under the direction of the Director, Network Infrastructure and Operations. This position manages the network systems administration team responsible for supporting and maintaining all network systems and services for the 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 Network Systems Administration team and data center operations for FSW-IT.

Prioritizes and schedules network maintenance, projects, and service with the Director, Network Infrastructure and Operations.

Designs, implements, and maintains physical and virtual servers, operating systems, and software on various vendor specific and vendor agnostic platforms that are commissioned to industry standards and recommended best practices.

Provides daily tier 3 administration and support of all physical and virtual servers, services, and related systems, on premises or in the cloud, while working within the IT team to schedule necessary deployment, updates or maintenance for each system.

Designs and integrates all College enterprise system data backup processes, stores, and schedules. Performs testing on backups to ensure reliability and serviceability of backup processes, systems, and resources. Reviews system backup logs with IT management while recommending improvements or modifications to enterprise backup systems, networks, and services.

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Designs, and maintains disaster recovery systems, processes, and replicated file stores at all campus locations including cloud-based resources. Designs and monitors network resources which effectively backup College enterprise systems.

Functions as the primary, lead design administrator for all Microsoft email, server, Active Directory, and Microsoft 365 products.

Manages new and existing user accounts, file shares, GPO's, and other shared network resources for the College domain.

Functions as the primary IT contact for enterprise SAN design, and other storage resources.

Proactively monitors and reports issues with College enterprise systems, network, and resources while working with IT staff or vendors to resolve issues.

Monitors and reports all enterprise system hardware or software issues to the Director, Network Infrastructure and Operations and recommends appropriate action.

Works with vendors, IT staff, and other College departments to provide technical design and collaboration for College systems upgrades and purchases. Functions effectively with all areas to deploy and support enterprise systems critical to College business and daily function.

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 all systems, software, access, and services to protect confidential information while allowing appropriate access.

Works with the Director, Network Infrastructure and Operations to plan and implement enterprise system upgrades.

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

Writes and communicates clear, accurate procedural documentation. Creates and implements project plans for new enterprise system deployments and design improvements.

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.

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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 is desirable.

Four (4) years of related experience, which must include current, advanced Microsoft Server administration, data center switching, routing administration and design, including network systems management. Appropriate combination of education, experience and/or current industry standard advanced IT certification(s) (i.e., CompTIA, Microsoft, Cisco, etc.) may be substituted.

Advanced knowledge of data center system design and deployment for virtual and physical technologies.

Advanced knowledge and ability to securely design and integrate on premise enterprise systems with cloud environments and tenant.

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

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.

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- 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 20 or more pounds.

Environmental: Normal general office.

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

Approved: June 26, 2024.