San Joaquin Valley College
Job Description

Job Title: Campus Network Administrator
Department: Facilities
Reports To: Campus Director
Classification: Non-exempt

Summary: Acting under the supervision of the Campus Director with technical direction from the Information Systems Department the Campus Network Administrator is responsible for the operation, maintenance and repair of the classroom network.

Essential Duties and Responsibilities:
Operation
- Adds and deletes student user accounts
- Creates and deletes student user directories
- Reviews logs and reports of the server operations and user activities
- Schedules backup of server data
- Resolves server/workstation program operation errors
- Resolves server/workstation printing operation errors
- Ensure timely response to corporate requests and directives
- Performs other duties as assigned.

Maintenance
- Software installation/configuration on workstations
- Replaces toner and ink cartridges in printers
- Maintains inventory of replacement parts
- Inventories computer hardware
- Inventories installed software
- Facilitates the clean and orderly appearance of the labs

Repair
- Diagnoses and resolves user reports of computer/software malfunctions
- Reinstalls non-corrupt software on workstations
- Replaces damaged or broken computer components
- Reports needed replacement of worn or outdated equipment

Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Rev 08.22.03

Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Business Acumen – Understands business implications of decisions

Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Judgment – Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works quickly.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, responds to Campus Director's, Director of Network Administration's and Network Administrator's direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person of an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

<u>Education and/or Experience</u> – Associates degree (AA/AS) with two years related experience; or equivalent combination of education and experience.

<u>Language Skills</u> – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

<u>Mathematical Skills</u> – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

<u>Reasoning Ability</u> – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

<u>Computer Skills</u> – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access and Outlook; and master proprietary software used in student and employee records.

<u>Other Qualifications</u> – A+ certification with some Microsoft certifications in Windows 2000.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.