



Nueta Hidatsa Sahnish College

Position Description

POSITION: Network Administrator
DEPARTMENT: Support Services
REPORT TO: Information Technology Director
LOCATION: New Town, ND Campus

CLASSIFICATION: FT, Perm.
FLSA STATUS: Exempt
PAY RANGE: DOQ

POSITION SUMMARY:

We are looking for an efficient, reliable network administrator to join our growing organization. In this role, you will monitor our network to ensure network availability and security as well as perform necessary maintenance. You may supervise Information Technology (IT) Assistants and may administer network security measures. You must be comfortable in a diverse, fast-paced environment and able to analyze data to translate results into better solutions. You will be working for NHSC Technology Department and will have administrative and customer service knowledge and be able to work with various technology applications to assist the IT Director. The position involves about 60% network support and 40% customer service, including handling staff, faculty and student related issues in person and via phone and e-mail. You will perform relevant administrative functions and report to the IT Director.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:

- Manage day-to-day IT infrastructure
- Monitor networking equipment and servers
- Oversee troubleshooting for system errors
- Ensure security for web users' accounts and information
- Provide helpdesk support for network issues and respond to requests for IT support
- Delegate support team resources
- Evaluate connectivity issues, equipment and software
- Modify configurations, utilities, software, hardware etc.
- Set up equipment for new users
- Document internal procedures
- Install, test and monitor servers, firewalls and new software
- Perform data backups
- Install and update network system improvements as needed
- Keep inventory of equipment, software and licenses
- Successfully complete multiple simple & complex work assignments.
- Provide pleasant customer service with regular communication regarding the status of repairs and installations including notification when repairs are complete.

- Train staff and students on troubleshooting to reduce basic support requests.
- Participate in IT projects.
- Achieve and maintain knowledge of all applicable site procedures.
- Exercise appropriate workflow and time management.
- Ensure system & all personal information are appropriately secured.
- Immediately forward any service request to the appropriate IT staff for resolution if problem cannot be handled within provided time constraints.
- Troubleshoot the system problem and complete repair in a timely and efficient manner, insuring minimal recurrence of problem.
- Handle all helpdesk inquiries in a timely manner and record all request and incidents.
- Appropriately document all required information into the call tracking sheet.
- Meet required productivity expectations, including site specific service metrics.
- Partner with technology team members to communicate new solutions and assist other technicians when call volume is high.
- Coordinate department meetings and schedules of I.T. repairs and installations.
- Comply with all NHSC policies, practices and regulations.
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Bachelor's Degree in computer science or information technology
- Meet state required licensure/certification
- 3-5 years of relevant IT experience in a previous role
- Experience with helpdesk or IT support
- Experience working with network and server management support
- Up-to-date knowledge of new systems, information, software, and upgrades
- Familiarity with any of the following: Cisco products, Network Monitoring Tools, Windows Domain, Active Directory, DNS, Telnet, DHCP, Microsoft Active Directory, Microsoft Member Servers, Exchange Server, Outlook Email, Storage environment
- Ability to physically stand, bend, squat, and lift equipment
- Able to multitask, prioritize, and manage time efficiently
- An understanding of the Jenzabar system (EX, CX etc.)
- Able to maintain records and generate reports based on data entry activities
- Thorough, organized, and resourceful in completing tasks independently
- Clear communication with customers
- Strong troubleshooting capabilities
- Excellent communication skills, both written and oral and have good organizational skills
- Working knowledge of Microsoft Outlook and MS Office
- Candidate will need to have a valid driver's license and the ability to drive between locations in a College campus environment as needed.

PREFERRED SKILLS

- Appropriate state licensure or ability to attain within 12 months of employment
- Knowledge of network infrastructure is preferred
- Bachelor's Degree in computer science or information technology is preferred
- 3-5 years of IT support, network diagnostic/troubleshooting and repair experience

PHYSICAL DEMANDS & WORK ENVIRONMENT:

Work Environment: Administrative functions are performed in an office environment. Customer and occasional site visit may be required.

Physical Demands: While performing the administrative functions of this position, the employee may be required to stand, walk, speak, hear, including close vision at a computer terminal and sit and use hands and fingers to handle, write or key stroke. Employee may move loads up to 50 lbs.

[The foregoing physical demands and work environment are representative of those which must be met to perform the essential functions of this position; however, reasonable accommodation may be available to enable individuals with disabilities to perform the essential functions of this position.]

Applications are available on-line at www.nhsc.edu

Please forward completed NHSC application, cover letter, resume, and three (3) reference letters to:

Sidney Prospere
Nueta Hidatsa Sahnish College
P.O. Box 490 / 220 College Drive
New Town, ND 58763
sprosp@nhsc.edu

Applicant may also include a copy of degree of Indian blood if claiming Indian preference, and a DD-214 if claiming Veteran's preference.