

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: NETWORK/SERVER SUPPORT SPECIALIST

PAY GRADE: P-11

OVERTIME STATUS: EXEMPT

MAJOR RESPONSIBILITY:

Responsible for installation and maintenance of server software. Training users in the proper operation of network applications. Day-to-day maintenance of network server systems.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: A.S. in Computer Science or related degree, including courses in network administration, or minimum of five years' work experience with PC computer systems is required.
2. Years of experience in field: Minimum of three years' experience is required combining the following areas: Evaluation, installation, and maintenance of PC computer systems; analysis of office systems; technical writing or editing; computer education or training. A minimum of one year of experience in network support is required.
3. Special skills or abilities related to Position: Must possess good oral and written communications skills. Ability to establish and maintain effective work relationships with department officials and other employees. Ability to work on multiple projects independently or as part of a term. Ability to understand and adopt new methods, procedures and technologies. Experience with VMWare, Microsoft server, SQL database server, Sharepoint and Active Directory is preferred.

ESSENTIAL JOB FUNCTIONS:

1. Train users in the operation of network applications, including one-on-one training sessions and formal classroom training.

ESSENTIAL JOB FUNCTIONS: (Continued)

2. Administer and upgrade servers and databases.
3. Keep abreast of new software programs and software upgrades coming on the market.
4. Assist in the re-configuration of college technology to accept new software, and/or restructure functionality to improve efficiency.
5. Evaluate PC hardware and software requirements for specific applications.
6. Communicate with vendors regarding computer hardware and software.
7. Diagnose and troubleshoot network related computer and printer problems.
8. Troubleshoot network problems and perform routine network administrative tasks under direct supervision. Assist network engineer in installation of upgrades to equipment and software. Assist network engineer with maintaining network security and ensuring system backups are reliable.

(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 marginal duties as required.)

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.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires heavy (44 pounds or more) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.
- Ability to drive a college vehicle.

ENVIRONMENTAL CONDITIONS:

- Primarily works inside in an office environment.
- Works outside in various weather conditions.
- Travels around campus and to other college locations.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Building 2, Ocala Campus

SUPERVISOR OF POSITION: Data Center Manager