Network Operations Specialist
Information Technology/Servers & Networks

Position Summary: Assist with the coordination and management of: customer service and support, office administration, process management and technical coordination in the Servers & Networks department.

Qualifications: Three years of Information Technology related experience; an Associates Degree or higher; two years of experience providing customer service; demonstrated skills using Google Docs, MS Excel and Access (examples include an ability to import, export, manipulate data, and create formulas to extract and evaluate data); self-starter with the ability to independently organize and accomplish multiple tasks with varied deadlines; consistently maintain a high level of accuracy and work independently. A general understanding of Voice over IP technologies (especially Cisco), network cabling, database structures, queries and SQL is desirable.

Duties and Responsibilities:

Customer Service & Support
- Hire, train and supervise switchboard operators and provide personal coverage when necessary.
- Maintain relevant and accurate reference material for use by switchboard operators.
- Ensure that wired network and telephone services are provided and maintained in a professional and timely manner.

Office Administration
- Process Servers & Networks accounts payable and accounts receivable activities.
- Manage and maintain inventory and equipment, assignment and recovery of college-provided telecommunications devices.
- Maintain, archive, and dispose of department files and records in accordance with retention policy.

Process Management
- Accurately maintain telephone and voice mail assignment, campus backbone, and in-building cabling and equipment details in campus databases to ensure the continued integrity of the records.
- Coordinate with appropriate service providers of Moves, Adds, and Changes (MAC) for campus telecommunication devices.
- Develop, utilize, and maintain step-by-step documentation that defines operational processes and procedures.

Technical Coordination
- Troubleshoot reported problems and determine the proper method for resolution, including: coordination with Servers & Networks staff, outside contractors, and service providers as needed for the provisioning and repair of telecommunication
devices, equipment and features, cellular devices, Work Area Outlets, and network infrastructure.

Additional Requirements

- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with faculty and staff colleagues by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.

- Perform other duties as assigned.

Reports to: Director of Servers and Networks

08/11/15