

**MONROE COUNTY COMMUNITY COLLEGE  
JOB DESCRIPTION**

**INFORMATION SYSTEMS  
COMMUNICATION NETWORK AND SYSTEM ADMINISTRATOR**

Supervised By:           Manager of Information Systems  
Supervises:              No supervisory responsibility

**Position Summary:**

Under the supervision of the Manager of Information Systems, is responsible for the installation, management and support of applications, servers, systems, network infrastructure, integrations, and monitoring of various enterprise level systems including unified communications, networking, security camera, and access control related systems. Responsibilities include application systems, technical administration, including support of systems hardware and software management.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1.     Provide system and security administration for information technology related hardware, operating systems, databases, and applications.
2.     Communicate issues to vendor technical support and follow through until resolved, coordinating and performing required upgrades, fixes, and patches.
3.     Configure, maintain, administer and support Microsoft Office 365 tenant environments related to but not limited to phone system and calling plan
4.     Configure and maintain voice over internet protocol (VoIP) phone system; assist users with functions of the phone and end point operations.
5.     Assist with client connectivity, software distribution and installation issues of unified communications applications on various devices.
6.     Install, Administer, maintain, and support the infrastructure and integration of devices, servers, routers, switches, wireless access points, and network services used to make up the Local Area Network (LAN) and Wide Area Network (WAN).
7.     Assists with active directory domain environment, IP Addressing Schemes, DNS, DHCP, and router/switch routing protocols.

8. Install, maintain, train, and coordinate support for security camera systems; assist as needed to retrieve any requested video from video recording systems; monitor system to ensure functionality and daily operation.
9. Physical installation, troubleshooting, maintenance and repairs of access control systems including the required infrastructure, equipment, and programming of devices.
10. Participate in the planning and implementation of various required systems on premise or as a service.
11. Ensure system security across the enterprise while adhering to security best practices.
12. Assist with maintaining e-mail systems, consisting of data integration between active directory, an identity management system, and other systems.
13. Develop, test, and deploy scripts using PowerShell, batch files, other scripting languages, and scheduled tasks as needed.
14. Review system and application logs to diagnose and correct problems.
15. Assist with the installation, support, and secure applicable versions of Windows Server.
16. Assist with the installation, operation, and maintenance support for VMware infrastructure, virtual environments, and thin clients.
17. Coordinate, provide, and support training efforts related to supported applications.
18. Create and maintain documentation (floor plans, equipment inventory, network, etc.)
19. Performs other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by personnel assigned this classification. They are not to be construed as an exhaustive list of all job duties personnel so classified.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's degree in computer science, computer information systems, or related field.
- Three or more years of experience in computer information systems.
- Knowledge and experience with computer security systems, standards, and compliance.

- Knowledge and experience with online and server based application systems.
- Knowledge and experience with various network operating systems, preferably Windows server.
- Knowledge and experience with virtualization software, preferably VMware.
- Knowledge of information technology, computer operations, network, and database processing.
- Knowledge and experience with Office 365 and deployment of Teams.
- Knowledge and experience with Office 365 Admin Center.
- Knowledge and experience with video recording security systems.
- Knowledge and experience with access control systems.
- Skill in diagnosing computer operating and network problems.
- Ability to interact and assist computer users of varying skill levels.
- Ability to understand complex configuration, installation, and computer maintenance procedures.
- Ability to handle confidential information.
- Ability to work independently and be proactive.
- Ability to problem solve while maintaining good judgment.
- Ability to use a variety of power and hand tools for the repair and installation of computer related equipment.
- Skill in responding to internal requests with a high degree of diplomacy and professionalism.
- Skill in the use of standard office equipment, technology, and the ability to master new technologies.
- Ability to effectively communicate and present ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with staff, students, faculty, the public, and other

professional contacts.

- Ability to critically assess situations, maintain attention to detail, solve problems, work efficiently under stress, within deadlines, and changing work priorities.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 communicate with others in person and on the telephone. Employee required to hear and distinguish normal sounds with some background noise. Employee must view and create written and electronic documents. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, crawl, and use ladder. The employee may be exposed to the risk of electrical shock. The employee must frequently lift and/or move moderate to heavy weight objects up to 65 pounds.

While performing the duties of this job, the employee regularly works in an office setting. The noise level in the work environment is generally quiet and sometimes moderate.

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