

IT NETWORK ENGINEER

Hammond Area Campus

Job Announcement

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled at the Hammond Area Campus.

Applications will be accepted until position is filled, with preference being given to those received on or before May 13, 2024.

All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.

To apply please submit: **(1)** a letter of application, **(2)** a resume and **(3)** official transcript (for a transcript to be considered official, it must be sent directly from the school to Human Resources. It may be sent by mail or e-script.)to:

Attention: Hiring Manager
Northshore Technical Community College
65556 Centerpoint Boulevard
Lacombe, LA 70445
Telephone number: 985-545-1215
Email: resumes@northshorecollege.edu

Job Summary:

This position is responsible for implementing, maintaining, supporting, developing and designing communication networks, and providing IT support for end users within multiple sites of Northshore Technical Community College (NTCC). Travel will be required to the NTCC sites as needed.

The successful candidate must have a common knowledge of current protocols, operating systems and standards; and the ability to operate tools, components, and peripheral accessories. Must be able to understand the emerging network infrastructure and technologies that support the design and implementation of LAN and Datacenter architectures. The successful candidate must have effective interpersonal skills and relationship-building skills; strong written and oral communication skills; strong customer-service orientation; and the ability to present ideas in user-friendly language. Must understand the organization's mission, goals, and objectives; have analytical and problem-solving abilities, with keen attention to detail. Must be self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment; and must have experience in a team-oriented, collaborative environment.

QUALIFICATIONS:

Required: Associate's degree with twelve (12) semester hours in electronics, telecommunications, computer science or electrical engineering, or any combination of the above fields to equal twelve hours. Completion of a full-time comprehensive computer technology, electronic technology, computer network technology or microcomputer software technology course from a technical institute or business school of at least twelve (12) months in duration or four years of relevant work experience will substitute for the associate's degree and the required twelve (12) hours.

3 years of experience working with VMWare, Cisco networking equipment, and Windows Active Directory administration. Must have Comptia A+ certification or Comptia Network+ certification or preferred certification listed in preferred qualifications.

Preferred: 1) Cisco CCNA or better certification
2) VMWare VCP or better certification
3) 7 or more years of experience working with VMWare, Cisco, and Windows Active Directory administration

Additional Requirements:

Expand knowledge through professional development opportunities

Obtain new IT certifications as needed

Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions, including off-site repair for remote users as needed.

Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.

Participates in the installation, maintenance and administration of a data communications network through the preparation and placement of hardware.

Assesses and prepares facilitation of installation of network components including the assembly of cable and connectors to meet the specifications of vendor interfaces.

Deploys, configures, and maintains VMWare infrastructure

Undertake routine preventative measures and implement, maintain and monitor network security.

Practice network asset management, including maintenance of network component inventory and relate documentation and technical specifications information.

Deploys, configures, and maintain network equipment at off-site Datacenter.

Conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking industry.

Interact and negotiate with vendors, outsources, and contractors to secure network products and services.

Design, implement, and maintain VoIP phone system to include phone servers, phones, and faxes.

Design, implement, and maintain Audio/Video systems including Smartboard technologies.

Email, MS Outlook & MS Office 365 Administration and Maintenance

Administration of Active Directory

Serve as backup administrator for Canvas learning management system (LMS) under the direction of the Director of Online Learning.

Manage Apple mobile device management (MDM) systems

Manage Registerblast scheduling system for advising and testing

Monitor security logs of various systems including CrowdStrike and Microsoft Defender. Investigate and take appropriate action to mitigate potential security issues

Maintain systems and scripts required to create student emails.

Prepares and regularly updates standards for network hardware acquisition and use. Responds as necessary in a timely fashion to all requests for network services. Monitors and logs calls to vendors for repair service on network equipment.

Submits recommendations for upgrading hardware and software for a more efficient and current operation.

Attends all staff meetings and training sessions as deemed appropriate by supervisor.

Conduct research on desktop products in support of PC procurement and development efforts. Evaluate and recommend products for purchase.

Assist in developing long-term strategies and capacity planning for meeting future desktop hardware needs.

Write technical specifications for purchase/bid of PCs, desktop hardware, and related products.

Tracks and reports all work time in completing assignments

Perform server installation and server updates

Maintain existing physical layer architecture of the enterprise networks; physical layer architecture consists of but is not limited to cables, fiber, patch panels, fiber distribution panels, connectors and terminators.

Perform maintenance and upgrades during off-hours.

Performs other duties as assigned

KNOWLEDGE, SKILLS, & ABILITIES:

Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work related information and materials. Must have skills in classroom technology – computer skills, projectors, etc. Must establish and maintain effective working relationships. Knowledge of and ability to follow College policies and procedures. Knowledge of trends, developments, new technologies affecting the Computer Information Systems program. Knowledge of curriculum and program development. Knowledge of public relations/marketing practices and methods. Skill in instructing students from diverse cultures and/or backgrounds. Skill in using authentic assessment to evaluate students' needs and progress. Skill in integrating technology into curriculum and other educational services. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to team environment. Ability to analyze problems, identifies solutions, and takes appropriate actions to resolve problems using independent judgment and decision-making processes. Ability to teach effectively utilizing a variety of instructional methodologies including lecture, lab work, hands on instruction, and other instructional methods and update instructional methods and materials and apply research studies in classroom, and lab settings.

PHYSICAL REQUIREMENTS:

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 position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools, or controls. The position requires mobility. Minimum physical exertion. Duties involve moving materials weighing up to 5 pounds on a regular basis and up to 50 pounds on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator, and similar machines.

INTERPERSONAL SKILLS:

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most work takes place in an office environment, where the noise level is minimal. However, non-office work exposes the employee to dirt, fumes, noise, and all types of weather conditions on a daily basis. On-call 24/7 for emergency response.

Northshore Technical Community College is an Equal Opportunity Employer

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.