University of Wisconsin-Superior
Technology Services – IS Network Services Senior
Position Description
Revision date: March 24, 2011

POSITION SUMMARY: The IS Network Services Senior provides technical support for UW-Superior’s enterprise-wide data and voice network systems to include: campus-based PBX, wired and wireless network, campus fiber, vendor provided network services (WiscNet, Badgernet, CATV), data-storage services, institutional identity management services, network servers, and local or remote management of special purpose network appliances. Duties include: planning, implementation, security, and maintenance to include ongoing analysis of network services needs to strategically implement or upgrade services as needed.

This position will coordinate campus-wide efforts in collaboration with and as a member of Technology Services Infrastructure team, to identify, assess, develop, pilot, evaluate, procure and bring into production and support a collection of network-based and network-aware services. This position is a member of Technology Services and reports to the Director of Infrastructure Services (IS Supervisor 2).

GOALS AND ACTIVITIES

30% A. Network Fiber and Wiring Infrastructure Management

A1. Install and support cabling, interface cards, network switches and routers to connect workstations and other network aware devices to the network.
A2. Provide long-term planning for network growth and expansion. Attend meetings, investigate options, and provide cost estimates to both management and users.
A3. Advise electricians with technical specifications for the installation of cabling.
A4. Work with contractors to make sure work is being completed on time and in an acceptable manner.
A5. Deploy and manage wireless access point (WAP) devices.
A6. Support the campus Internet connections, router, T1 circuits, and CATV connections through troubleshooting problems with Internet connections and proactively monitoring.
A7. Keep users and management informed of progress and project status.
A8. Coordinate projects with other affected units of the University and external agencies
A9. Ensure that inquiries and requests from users are adequately addressed.

30% B. Support Network Services Administration and Security

B2. Assist in planning and support of equipment rotation/replacement plan for network ans systems hardware and software.
B3. Assist in planning and management of wide area network bandwidth to insure good performance of wide area applications.
B4. Perform backup support for the campus firewalls, wide area network traffic management, intrusion detection systems, and wireless control systems.
B5. Perform backup support for digital certificates, VPN secure off campus network access, PCI compliance and disaster recovery tasks.

20% C. Provide Support for Campus Telephone Services

C1. Manage the campus telephone system which includes four telephone switches, local and long distance trunks, voicemail and voice conferencing system.
C2. Provide supervision and oversight of telephone vendor personnel when onsite.
C3. Document all moves, adds, and changes to the billing software and associated
spreadsheets keeping others informed of changes that need to be made in other systems. (For example, changes to telephone numbers in active directory and PeopleSoft).

C4. Enter and maintain tickets in phone support tracking system and close open tickets in a timely manner.

C5. Ensure that documentation is in place to track implemented modifications to systems, including tracking phone extension use and those no longer active.

10% D. **Provide support for power and environment needs of network-based equipment**

D1. Investigate power requirements for Technology Services equipment and specify appropriate solutions.

D2. Implement and maintain UPS equipment for network switches and servers.

D3. Develop, monitor and maintain power requirements for server room.

D4. Maintain the server room and wiring closed environmental monitors.

D5. Provide support in event of emergency power outages affecting the campus network and continuity of operations plan implementation.

10% E. **Miscellaneous Duties:**

E1. Provide backup to Infrastructure Team as needed (desktop, servers and computer labs).

E2. Maintain relationships with Technology Services vendors (Cisco, Dell, Microsoft, etc).

E3. Supervise student interns to leverage productivity.

E4. Prepare and maintain documentation for network services.

E5. Learn new technologies that can automate processes and improve productivity.

Required position **KNOWLEDGES AND SKILLS** are:

- Expert knowledge of network concepts, protocols, tools and environment.
- In depth understanding of the Open Systems Interconnection Model.
- Expert knowledge of various switching, wireless & WAN technologies.
- Knowledge of CISCO IOS.
- Expert knowledge in server administration, performance and tuning.
- Knowledge and experience in information system upgrades such as applying vendor patches and upgrades.
- Knowledge with server/network administration such as Windows 2008, SQL Server, web servers (IIS, Web Logic).
- Knowledge with Windows-family operating systems such as Windows 2008 and Windows 7 and MS Office family.
- Knowledge of web technologies.
- Excellent personal skills and communications skills evidenced by good working relationships with functional users and technical staff.
- Enthusiasm for learning new technologies.