UNIVERSITY OF WISCONSIN-SUPERIOR
Position Description
Network Administrator
Office of Technology Services

Working Title: Network Administrator
Title/Classification/FTE: IS Specialist, Associate, 12-month renewable, Academic Staff, 100%
Position Reports To: Director of Infrastructure and Security

Position Summary:
The Network Administrator’s role is to manage campus wired and wireless networks, VPN services, firewalls, routers, and switches to ensure high availability and security of the campus network for all network devices including personal devices, desktop and laptop computers, and server systems. This individual also participates in the planning and implementation of policies and procedures to ensure network build out, configuration, and maintenance consistent with all university goals, industry network and security best practices, and regulatory requirements.

Duties and Responsibilities:
• Responsible for the maintenance, configuration, build out, and reliable operation of campus networking devices including Cisco routers, switches, and wireless infrastructure
• Support, configure, and maintain campus VPN, BYOD (Cisco ISE), DNS, and DHCP services
• Quickly identify and troubleshoot networking hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues
• Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT networking infrastructure
• Manage the lifecycle and replacement of campus networking devices such as routers, switches, firewalls, and wireless access points and controllers.
• Works with campus facilities management team and private contractors on the planning, implementation and maintenance of the campus copper and fiber optic cable infrastructure
• Perform regular backup of networking device configurations
• Responsible for monitoring and improvement of network performance
• Maintain and support campus networking closets including battery backup systems (UPS) and temperature/flood monitoring systems
• Provide supplementary support to system administration efforts which may include server or application administration
• Assist in network security efforts primarily through strong network security using tools such as firewalls, access control lists, intrusion detection/prevention, and timely patching of network devices
• Skilled in writing technical documentation
• Excellent interpersonal skills for developing working relationships with internal and external clients in a team environment
• Complete required trainings and professional development as assigned
• Other duties as assigned

Knowledge, Skills, and Abilities:
• Strong knowledge of systems and networking software, hardware, and networking protocols/technologies
• Knowledge of network security concepts and their relation to networking
• Knowledge of hardware lifecycle and replacement before hardware end of life in a non-disruptive manner
• Skills with network protocols such as hot standby router protocol and spanning tree
• Comprehensive knowledge of Cisco IOS, router/switch configuration, DNS/DHCP, and firewalls
• Knowledge and experience with Cisco ASA, core routing, VPN administration and access control lists
• Knowledge and experience with the concepts of VLAN management, routing, network segmentation
• Knowledge of wired, wireless, and fiber network design concepts, limitations, and implementation

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• Experience managing wireless networking and access points
• Knowledge and understanding of intrusion detection and protection
• Knowledge of power management within data center and data closets
• Experience using and managing Windows Server Operating System
• Knowledge of Active Directory and Windows network design concepts
• Ability to manage and coordinate multiple projects and prioritize effectively to meet specific deadlines or goals
• Ability to carry 40 pounds of computer or audio/video equipment.

Required Qualifications:
• Associate's degree from an accredited institution
• Two or more years’ experience in a technology-related field, or closely related field

Desirable Qualifications:
• Bachelor's degree in Computer Science, Information Technology, Network Administration
• Experience in a higher education environment
• Understanding of enterprise network services such as RADIUS and Syslog
• Network administration and IT certifications in Cisco CCNA or CompTIA Network+, or other network-related fields are a plus
• Working knowledge of information security best practices
• Experience managing and configuring Palo Alto firewalls