

**COLORADO NORTHWESTERN COMMUNITY COLLEGE
JOB DESCRIPTION**

POSITION TITLE: Senior IT Support Professional

DEPARTMENT: Information Technology

REPORTS TO: Director of IT

SUPERVISES: N/A

FLSA: Exempt _____ Non-Exempt _____

DOCUMENT STATUS: New/Date: X Revision # _____ Date: _____

TRAVEL: Yes

SICK LEAVE: ANNUAL LEAVE:

COLLEGE-WIDE X CAMPUS: RANGELY CRAIG

GENERAL SUMMARY

The Information Technology Professional is primarily responsible for supporting the existing information and communication systems deployed at CNCC. Key activities include end user, hardware, Active Directory, server, router, switching, and cabling support. The Senior Professional works closely with the Colorado Community College System (CCCS) Technology Services team in configuring and maintaining AD Manger, Uplinx, and other user needs for Banner, printing, scanning and related enterprise information technology services.

PRIMARY DUTIES

- Reports to the Director/CIO and follows the lead of the System Administrator;
- Ensures continuous delivery of technology services;
- Monitors performance of wired and wireless network systems, server hardware, and equipment;
- Maintains, monitors, and optimizes desktop hardware and network systems;
- Fulfills helpdesk tickets to resolve issues with existing technology systems;
- Ensures network security through monitoring, control, and routine evaluations;
- Supports the Technology Services team with advice, troubleshooting and incident resolution;
- Anticipates and mitigates hardware, network, and software problems;
- Works with team members to implement software platforms for efficient workflow;
- Configures network to implement software platforms, and augment and structure, business processes;
- Rapidly responds to hardware, software, network, and system failures;
- Rapidly troubleshoots, analyzes, recommends and implements corrective actions;
- Deploys and documents changes, upgrades and vendor-supplied patches as requested;
- Is a subject-matter expert on Microsoft desktop tools and technologies;
- Organizes and delivers on multiple priorities simultaneously and delivers excellent Customer Service.

ESSENTIAL QUALIFICATIONS

This job requires any equivalent combination of knowledge, skills, abilities, education, and/or experience as indicated below:

1. **Education and Training:** Any combination of education and/or experience that demonstrates a solid understanding of multilayer/hardware based L2/L3 switching, routing, TCP/IP, NAT, OSPF, STP, MSTP, DHCP, 802.1q, LACP, IOS ACLs, DNS/BIND.

Prior Related Experience: Experience with a combination of the following

- Microsoft and Cisco server-class operating systems, rack server hardware technology, network hardware technology, desktop systems and virtualization environments;
- Scripting languages: Python, Ruby, Powershell or bash;
- Linux servers, applications and software: Apache, nginx, LDAP, GIT, GitHub, Debian;
- Web related applications and software: Wordpress, Joomla, PHP, CSS;
- Single sign-on (SSO) technologies: CAS, SAML, OpenID;
- Educational software: Ellucian Banner, Luminis uPortal and LMS;
- Database administration, design, or reporting: SQL and MySQL.

PREFERRED QUALIFICATIONS

1. Education and Training: Bachelor's Degree in Computer Science or equivalent

ESSENTIAL FUNCTIONS

In an 8 hour workday, this job requires:

N/A = Not Applicable

R = Rarely

O = Occasionally

F = Frequently

C = Continually

(less than 1/2 hour per day)

(1/2 - 2.5 hours per day)

(2.5 - 5.5 hours per day)

(5.5 - 8 hours per day)

Physical Requirements	N A	R	O	F	C	Describe any job duty that requires repetition or a unique application of the activity.
Sitting						
Stationary Standing						
Walking						
Ability to be Mobile						
Crouching (bend at knees)						
Kneeling/Crawling						
Stooping (bend at waist)						
Twisting (knees/waist/neck)						
Turn/Pivot						
Climbing						
Balancing						
Reaching Overhead						
Reaching Extension						
Manual Dexterity						
Pushing/Pulling						
1 - 10 lbs.						
11 - 20 lbs.						
21 - 35 lbs.						
36 - 50 lbs.						
51 - 75 lbs.						
76 - 100 lbs.						
Lifting/Carrying						
1 - 10 lbs.						
11 - 20 lbs.						
21 - 35 lbs.						
36 - 50 lbs.						
51 - 75 lbs.						
76 - 100 lbs.						

Other physical demands:						
Sensory Requirements	N A	R	O	F	C	Describe any job duty that requires repetition or a unique application of the activity.
Talking in Person						
Talking on Telephone						
Hearing in Person						
Hearing on Telephone						
Vision for close work						
Other Sensory Requirements						
Environmental Requirements	N A	R	O	F	C	Comments
Safety requirements (i.e. clothing, safety equipment required, activities performed)						
Exposures (i.e. fumes, chemicals, vibrations, humidity, cold, heat, dust, noise, blood & body fluids)						
Operation of equipment, tools, vehicles						
Required hygiene standards (food handling, clean, contaminated, and sterile equipment, etc.)						
Other environmental requirements:						

This Job Description reflects Colorado Northwestern Community College’s best effort to describe the essential functions and essential qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

Employee Review: _____ Date: _____

Supervisor Review: _____ Date: _____