

JOB DESCRIPTION:	Junior Network Administrator		
DEPARTMENT:	Information Technologies		
REPORT TO:	Director of Network Operations		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Non-Exempt
CUPA HR CLASSIFICATION:	614010	DATE APPROVED:	14-MAY-2021
		DATE MODIFIED:	18-MAR-2025

SUMMARY: Assists in the installation, maintenance, and troubleshooting of the university's network infrastructure, providing second-tier support for connectivity, security, and system performance while gaining experience in network administration.

DUTIES:

1. Monitors server and network performance, logs, and reports problems and resolves issues as appropriate.
2. Assists with network installation and maintenance, including configuring and deploying switches, routers, access points, and other network hardware under supervision.
3. Assists Director of Network Operations in the implementation of technical projects throughout the University.
4. Supports wireless network management, including ClearPass configurations and updates, wireless controller, and access point troubleshooting.
5. Helps develop and implement integrated project plans, schedules, and cost estimates for short, mid, and long-term projects.
6. Provides second-tier troubleshooting for network connectivity, VoIP, and system access issues, escalating complex problems as needed.
7. Assist in analyzing and identifying trends in reported issues and in devising preventive solutions.
8. Documents network changes and procedures, ensuring accurate records of configurations, troubleshooting steps, and infrastructure modifications.
9. Manages user access to network resources, including VLAN configurations, IP assignments, and access control lists under supervision.
10. Assists Telecommunications Manager and User Support Director as needed to facilitate installations, deployments, or related field work.
11. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** High School Diploma required, Bachelor's degree in Computer Science or related field preferred. Telecom certification/licensure preferred. Cisco certification preferred. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of networking technologies and services. Ability to understand complex problems and implement creative solutions. Skills in verbal and written communication. Ability to understand complex technology environments, analyze problems, and develop solutions. Ability to establish and maintain effective working relationships with faculty, students, university staff, vendors, and contractors. Skill in the use of personal computers and related software applications. Understanding of the practices, techniques and methods of hardware and software maintenance, troubleshooting and repair. Understanding of available resource material for repair, installation and maintenance of hardware, software, and network systems. Good interpersonal skills and ability to deal effectively in a team environment. Ability to work in an academic setting.

Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment. May travel some within the community when needed. This position requires the ability to read information from computer screens, forms, and printed materials. Effective verbal communication skills are necessary for in-person, telephone, and virtual interactions. Tasks may involve prolonged sitting, standing, walking, and occasional bending, crouching, or reaching. Responsibilities may include lifting standard office equipment. Additional hours may be necessary based on project/university requirements.
4. **Other requirements:**
 - a. Valid Driver's License
 - b. Must pass Defensive Driving Course within 6 months of hire

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)