



JOB DESCRIPTION:	Network Support Operator		
DEPARTMENT:	Information Technology		
REPORT TO:	Chief Information Officer		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	465130	DATE APPROVED:	11-MAY-2021
		DATE MODIFIED:	17-MAR-2025

SUMMARY: Supports planning, design, construction, and maintenance of the University Network and associated Active Directory domain services.

DUTIES:

1. Monitors server and network performance, logs, and reports problems.
2. Provides occasional technical instruction and guidance to faculty, staff, and students.
3. Assists the Sr. Network Administrator in the implementation of technical projects across the University.
4. Assists System Administrator in the implementation of technical projects across the University.
5. Implements technical initiatives related to enhancement of the University's core Information Technology (IT) infrastructure and services.
6. Helps develop and implement integrated project plans, schedules, and cost estimates for short, mid, and long-term projects.
7. Manage Service Desk tickets in a timely manner in accordance with IT's service-level agreement.
8. Assist in analyzing and identifying trends in reported issues devising preventive solution.
9. Document customer interactions within IT's ITSM system.
10. Creates technical and process documentation as needed.
11. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Bachelor's Degree in Computer Science or related field or 4 years of relevant experience required. Telecom certification/licensure preferred. HP Procurve or Cisco certification preferred. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of networking technologies and services. Ability to support an Active Directory domain. 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. Knowledge of the practices, techniques and methods of hardware and software maintenance, troubleshooting and repair. Knowledge 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. May be required to lift normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of

time. May be required to work additional hours or days depending on circumstances.

4. Other requirements:

- a. Requires a valid New Mexico driver's license.
- b. Must pass a Defensive Driving Course within 2 months of hire date. (If applicable)

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)