

TITLE: IT Operations Specialist
SALARY

SCHEDULE: B

PCLASS CODE: PN513

UNION: P & A Local 1979, U.A.W.

SALARY

EEO

GRADE: 12

CODE: 50

FLSA: Non Exempt

E-CLASS: PN

POSITION PURPOSE

Responsible for the installation and maintenance of all CFPCA IT Systems including 17 servers. Serve as the first-tier support for customers in the fine, performing and communication arts disciplines and provide assistance including installation and management of arts technology. Responsible for the ongoing maintenance, administration and monitoring of networked systems which range from local area networks to multiple WANs in support of the educational programs and activities in the CFPCA.

ESSENTIAL JOB FUNCTIONS

Provide advanced technical support for a broad range of specialized network applications, hardware and software used in the College of Fine, Performing and Communication Arts including installation, configuring and updating of servers, and specialized network and desktop applications (i.e. Adobe, Avid, Degidesign).

Integrate systems and applications (i.e. AutoCad, VectorWorks) with support personnel in academic –areas such as Graphic Design, Music Technology, Lighting, Sound, and Radio and T.V. Broadcasting to configure, customize, upgrade and maintain systems for software and networks with support personnel in the academic departments used in the fine, performing and communication arts. Develop and update procedures and guidelines.

Collaborate with, support, provide advice and solve problems for faculty, students and staff in CFPCA as well as outside vendors and other professionals to provide quality customer service.

Proactively seek information and utilize analytical and creative problem solving skills in the communication and arts disciplines along with standard and specialized processes and technologies resulting in secure and reliable connections of systems, applications and infrastructure. Interpret and implement IT policies and technical standards and strategies.

Maintain network presence for multimedia acquisitions in areas such as Graphic Design, Photography, and Media Studies for sharing and delivery between departments, buildings and other universities.

Perform related duties as assigned.

ADDITIONAL COMMENTS

This classification level requires specialized knowledge and experience in the implementation and maintenance of arts technology and systems to support and advance the educational programs and activities of CFPCA. Work activities involve providing advanced technical support; serving as a facilitator and resource to internal and external groups; participating in a project team environment; and providing advice and specialized guidance to personnel throughout the CFPCA. This classification is assigned to a CFPCA and reports to and receives work direction from a management level position.

MINIMUM QUALIFICATIONS

Must have Mac hardware and desktop certification, and MSCE, MSCA or equivalent Microsoft certification

Must have knowledge of and working experience with PowerShell, SharePoint services, SQL, IIS, SMB, and firewall configurations

Must have knowledge of and working experience of Windows Desktop, Win 2008, Win 2012 server and Mac OS 10.8 server and desktop

Skill in oral and written communication

Ability to work effectively with customers, interpreting their issues and translating them into workable solutions.

Must also have knowledge of and working experience with the following software applications and services:

Active Directory Domain controller, Group Policy, IIS 7, NFS, NT Backup, NTFS, Print Service, Cert Server, CrashPlan Server, DFS, Domain Controller, Exchange, File and Storage Server, File Maker Pro, MAYA, Retrospect Backup Server, SMB File Services, SQL, System Manager, Vectorworks, AutoCAD, AVID Media Server, Booking Point, Finale,

THIS DESCRIPTION IS INTENDED TO INDICATE THE TYPES OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF A SIMILAR KIND OR LEVEL OF DIFFICULTY.

