Network Administrator, Associate

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<th>Job Family: Information Technology</th>
<th>Sub Family: Network</th>
<th>Career Track and Level: TAS 2</th>
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<td>Job Code: ITNETWORKTAS2</td>
<td>Job Series: 30412</td>
<td>FLSA Category: NON-EXEMPT</td>
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**Job Family/Sub Family**

**Information Technology:** Provides reliable, secure, innovative, and customer-oriented information technology services and solutions to students, faculty, staff, and other members of the University community. Creates infrastructure, systems, strategies, programs, and services that leverage technology to fulfill the mission and objectives of the University. Information Technology at Ohio University includes Information Technology Support, Information Security, Networks and Infrastructure, Systems and Operations, Academic Technology and Information Systems, Business Applications and Services, Web Services, Project Management and Solutions, and related functions.

**Sub Family**

**Network:** Analyzes network distribution needs. Tests, troubleshoots, and configures existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Performs network implementation, configuration, upgrades, and maintenance to ensure networks operate correctly with minimal interruption.

**Job Responsibilities**

- Coordinates network equipment installations using standard practices and procedures.
- Troubleshoots and resolves moderately complex operational and technical issues utilizing standard procedures.
- Runs diagnostics; installs network device operating systems.
- Assembles and tests network equipment.
- Performs straightforward upgrades including planning/scheduling, testing, and coordination.
- Monitors and maintains compliance and continuity with software licensing and maintenance agreements.
- Assists with configuring infrastructure to implement design specifications and configuration.
- Assists with developing, implementing, and executing test plans and schedules in accordance with project scope, quality, and timeframe requirements.
- Assists with preparing charts, diagrams, correspondence, and technical documents.

**Role**

- Works under limited supervision in performing job responsibilities.
• Applies technical or process knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge.

• May supervise or oversee the work of student employees.

Impact and Complexity

• Performs job responsibilities working within guidelines or traditional practice. May organize, set priorities, schedule, and review work of student workers or volunteers. Exercises judgment in prioritizing, planning, and organizing own work within time, process, and results requirements; has some flexibility to modify workflow based on need and circumstances.

• Decisions may address non-routine questions and situations, often requiring investigation and/or research of precedents. Demonstrates ability to triage conflicting priorities and handle sensitive situations with tact and diplomacy.

Requirements

Knowledge of standard technology support procedures and practices obtained by a high school degree or GED and a minimum of 2 years technology support experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.