

Sul Ross State University
Position Description

Official Title: Manager of RGC-OIT Operations **Salary Group:** Unclassified (6) **Job Code:** 1283
\$46,050

Summary

The Manager of RGC-OIT Operations is responsible for keeping the wired and wireless networks, firewalls, file, print, other servers and conferencing systems (ITV) continuously operational and available for use across all RGC campuses. The Manager of RGC-OIT Operations participates in maintaining technology for the RGC campuses. The Manager of RGC-OIT Operations will also provide supervision of RGC technicians by managing their workload, oversight of projects and ensure adequate support is provided to the students, faculty and staff at the RGC campuses. Works with other departments in OIT and recommends standards, policies and procedures in alignment with the mission, vision and goals of OIT. Engages in positive problem solving with the RGC Directors, Chairs and Associate Provost.

Duties

Support network users and work with them to solve existing problems. Provide tier 2 and 3 support for all RGC campuses. Administer and support the RGC applications and services such as, but not limited to, DNS/DHCP Services, email, Identity Management, Virtual Private Networks (VPN), telephone, backup, conferencing systems (ITV) and other associated applications and services. Assist in administering and managing the Microsoft Active Directory environment. Assist in daily backup operations, ensuring all required file systems and system data are successfully backed up. Create, log, update, and close trouble tickets; including recording problems and change management. Develops clear and technically sound documentation regarding technology and general processes. Provide supervision and leadership for the other technical staff members assigned to the RGC campuses. Provide management of projects for the RGC campuses. Ensure the procedures and processes are in place to provide the appropriate level of service as defined by the CIO, the Associate Provost for RGC and the Director of Technical Services. Identify, develop and monitor key performance indicators of operational excellence, customer service and technology resource utilization and support. Perform cost analysis to determine the effective use of technology. Assist the CIO, the Associate Provost for RGC and the Director of Technical Services in developing an operational budget for RGC-OIT.

Is expected to follow and abide by the University's security policies and procedures. May be required to work periodically outside of University business hours. Additional responsibilities as directed by the supervisor consistent with rank and position.

Supervision

Received: The Director of Technology Services.

Given: RGC-OIT Technicians, student assistants and graduate assistants (as available and appropriate)

Education

Required: Associate's degree or an equivalent combination of work experience and education

Preferred: Bachelor's Degree with three (3) years of related work experience.

Experience

Required: Demonstrated experience in the use, support, administration and troubleshooting of server operating systems, networking equipment, Active Directory and VMWare. A working knowledge of networking protocols. At least one year's experience leading a technical team.

Preferred: Three years' experience in the use, support, administration and troubleshooting of server operating systems, networking equipment operating systems, ITV equipment, Active Directory and VMWare with a more-complete knowledge base of networking protocols

Equipment/Skills

Required: Juniper and Cisco IOS, Microsoft Server, VMWare, Red Hat or Cent-OS Linux operating systems.

Preferred: MSCITP Certification, Blackboard, CCNA, JUNOS certification, MCSA, VMWare experience, Red Hat RHCE and/or similar Linux certification.

Working Conditions

Usual: Office conditions, exempt from overtime provisions. Position is security sensitive.

Updated March 3, 2015