

WARTBURG COLLEGE POSITION DESCRIPTION

Title of Position – IT Infrastructure Analyst

Position No: AP-EM-IT-06

Preparation Date: May 19, 2014

Name:

Function of Position:

Responsible to the Assistant Vice President of Information Technology Services for installation and connectivity of server and network systems. This is an intermediate level position within the IT department that assists the IT Infrastructure Manager in supporting the network infrastructure, network security, and data integrity.

Principal Duties and Responsibilities:

- 1) Assist in the installation, configuration, maintenance, and troubleshooting of servers, especially Microsoft Exchange and Lync servers, following accepted change control procedures. (25%)
- 2) Assist in the installation, configuration, maintenance and troubleshooting of network hardware and equipment, including routers, firewalls, switches, hubs, and UPS's, following established change control procedures. (15%)
- 3) Implement plans developed by within the IT Infrastructure area to make certain server and network capacity, including Internet bandwidth, meets existing and future requirements. (10%)
- 4) Ensure effectiveness of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems. (10%)
- 5) Ensure the integrity and reliability of system backups (15%)
- 6) Monitors performance of servers and telecommunications devices. (5%)
- 7) Administers user access to network resources. (5%)
- 8) Diagnose and repair or coordinate repair of network and server hardware. (5%)
- 9) Maintains accurate and up-to-date documentation for network hardware/software. (5%)
- 10) Implement and maintain policies, procedures, and associated training plans to ensure appropriate use of server and network resource. (5%)
- 11) Perform other related duties as assigned.

Supervision:

Employee proceeds independently working toward established objectives established by the IT Infrastructure Manager and the Assistant Vice President of ITS and requiring the

use of a wide range of procedures. Employee prioritizes own work and resolves most issues after consulting with supervisor.

Minimum Qualifications:

Associates or Bachelor (preferred) degree in Computer Science, Information Systems or other Bachelor degree with equivalent technology coursework.

Microsoft Certified IT Professional (preferred)

Experience with networking protocols including TCP/IP, WINS, DNS, DHCP

Advanced knowledge of and experience with Windows Server 2008 and 2012, Microsoft Hyper-V, Exchange, Lync, Microsoft System Center Suite, Active Directory, Terminal Server, and Data Protection Manager.

Understanding of the complex principles, theories and practices of Unified Communications.

Excellent written & verbal communication skills.

Excellent problem solving and analytical skills.