WARTBURG COLLEGE
POSITION DESCRIPTION
Title of Position: IT Infrastructure Specialist
Preparation Date: March 2022

Function of Position:
Responsible to the Director of IT Infrastructure Services for installation and maintenance of the college’s server and network infrastructure to ensure the stable operation of the College’s processes. This includes maintaining, supporting, and optimizing all new and existing network hardware and software and communication.

Principal Duties and Responsibilities:
1) Assist in the installation, configuration and maintenance of servers following accepted change control procedures. (15%)
2) Assist in the installation, configuration and maintenance of network hardware and equipment, including routers, firewalls, switches, hubs, and UPS’s, following established change control procedures. Install, configure, and maintain wireless network equipment and security. (20%)
3) Install and administer all network and server hardware and software upgrades. (15%)
4) Implement plans developed by the ITS Infrastructure Manager to make sure server and network capacity, including Internet bandwidth, meets existing and future requirements. (15%)
5) Troubleshoot, diagnose and correct basic component failures, system hardware, software, and operator problems. (15%)
6) Install, terminate RJ-45 on Cat-6, Cat-5 copper cables, end terminations on patch panels. (5%)
7) Administer user accounts, permissions, and access rights (10%)
8) Maintains accurate and up-to-date documentation for network hardware/software. (5%)
9) Perform other related duties as assigned.

Supervision:
Definite objectives are set up for the employee by the supervisor, requiring the use of a wide range of procedures. The employee plans and arranges her/his own work and refers only unusual cases to the supervisor.

Minimum Qualifications:
- Associates or Bachelor (preferred) degree in a computer technology or related field or other degree with equivalent technology coursework. Familiarity networking protocols including TCP/IP, DNS, DHCP.
- Must have strong analytical and problem-solving skills in order to solve technical problems and to understand the needs and problems of the clients.
- Requires excellent interpersonal relation skills in order to consult effectively with faculty, staff and students.
- Experience with several of the following: Windows Server, Microsoft Hyper-V, Microsoft Exchange, Microsoft System Center Suite, Active Directory, Terminal Server, Data Protection Manager, Cisco networking equipment and Fortinac Network Access preferred.

Application Procedure:
Send a letter of interest including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: HR@wartburg.edu. See www.wartburg.edu for further information about the college. Screening begins immediately and continues until the position is filled.

WARTBURG COLLEGE is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from underrepresented groups.