WARTBURG COLLEGE
Title of Position: IT Infrastructure Specialist
Preparation Date: November 2023

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, software and communication. Partial remote work may be a possibility.

Principal Duties and Responsibilities:
1) Assist in the installation, configuration, and maintenance of networking servers (Cisco Prime, Cisco ISE, Cisco Firewall, etc.) 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 address 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.

Other Responsibilities:
1) Excellent time management skills to meet project deadlines and handle multiple tasks simultaneously.
2) Ability to prioritize work effectively based on business needs and urgency.
3) Escalate issues to management when necessary.
4) Familiarity with networking protocols including TCP/IP, DNS, DHCP.
5) Ability to work independently and as a team member.

Minimum Qualifications:
- Associate or bachelor's degree in computer technology or related field (preferred) or equivalent technology experience supporting Local and Wide Area Networks.
- 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 communication and interpersonal 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.