

JOB DESCRIPTION

POSITION: Network Systems Analyst

DEPARTMENT: Information Technology

FSLA EXEMPT: Yes

POSITION SUMMARY: The Network Systems Analyst serves as a member of the Network and Security Team within the Information Technology department at Mississippi College. The primary focus of this position is to serve as the manager of the wireless network on both the Clinton and Law campuses. This position is also responsible for the management of various network applications, bi-weekly patching of assigned servers, serving as backup to others on the Network and Security team, and other duties as assigned. Successful candidates for this position will be able to demonstrate the technical, analytical, and interpersonal skills required to provide excellent customer service and technical support to the faculty, staff and students of Mississippi College. This person will be required to work together with a team of support professionals and student workers on a daily basis responding to technical support inquiries, managing network applications and deploying network infrastructure on campus. This person should be prepared to serve as lead analyst on special projects as the opportunity arises. Work is performed under limited supervision with considerable latitude so that personal initiative and independent judgment are utilized.

ESSENTIAL FUNCTIONS:

- Maintain and troubleshoot wireless network including:
 - Install / remove / relocate access points.
 - Update firmware, policies, and configurations on access points.
 - Divide wireless network into proper VLANs while sustaining ease of client roaming.
 - Keep wireless maps updated including specific locations of all access points.
 - Maintain access point power levels / channels for optimum coverage and density.
 - Locate and work to remove ad hoc devices, rogue access points, and any other wireless devices that cause interference with the 2.4 and 5ghz spectrums.
 - Maintain the health of the wireless network across all campuses via site surveys.
 - Assist faculty, staff, and students with wireless needs in a timely manner.
- Proactively monitor multiple non-wireless network management systems.
- Document all incidents, changes, and problems through the current ticket system.
- Maintain knowledge of current technologies in the networking industry.
- Advise the Network and Security Manager regarding technology improvements.
- Be on call 24/7 for network/security emergencies.

OTHER RESPONSIBILITIES:

- All other duties as assigned

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- Bachelor's degree in Computer Science or other closely related field OR significant hands-on experience in the field of network computing and security.
- Knowledge / experience with
 - TCP/IP networking
 - Managing network equipment such as wireless access points, switches, and routers.
 - Managing network applications such as Print Management and Endpoint Security.
 - Setup, maintenance and troubleshooting of Windows operating systems.
 - Knowledge of Active Directory and Linux operating systems is a plus.
- Excellent technical, administrative, interpersonal, written, and verbal skills.