

**Job Title:** Network Manager II  
**Department:** Network Services  
**Supervisor:** Systems Programmer II: Systems Administrator  
**Date:** April 2008  
**Updated:** April 2008

**A. PURPOSE OF THE JOB:**

To perform professional and complex technical work involved in the implementation and maintenance of the Microsoft systems on the Local Area Network (LAN).

**B. DUTIES:**

This is a technical position requiring specific knowledge and skills in the field of the Windows Server and Active Directory administration to support the campus LAN, and the Microsoft Exchange Collaboration Suite.

1. Major Duties:

- a. Incumbent is responsible for installation, testing, and maintenance of Microsoft systems on the main campus domain in compliance with all applicable Information Technology local rules, system policies, state, and federal laws,
- b. Installs, manages, and maintains Microsoft systems that are a part of the main campus active directory domain,
- c. Has familiarity with the campus e-mail system to serve as backup administrator,
- d. Performs Microsoft system administration tasks to include; installation and maintenance of operating system and software, setup and maintenance of user accounts, monitoring of regular backups, and other measures to ensure a robust and secure computing environment,

- e. Ensures security is maintained on supported systems and reports any suspected issues to proper personnel immediately,
  - f. Makes recommendations for improvements and policies that will provide for an optimal computing environment,
  - g. Works with Texas A&M University-Corpus Christi support staff to provide support in troubleshooting-related problems,
  - h. Maintains communication with end-user community, and
  - i. Provides end user support in regards to supported systems.
2. Occasional and subordinate duties: the incumbent is required to perform various operational duties such as;
- a. Serving on committees and sub-committees as appointed, and
  - b. Working with other system administrators to resolve issues relating to communication between systems.

**C. KNOWLEDGE AND SKILLS:**

- 1. Required education: a Bachelor Degree in a computing-related field and extensive experience with Microsoft products.
- 2. Skills required:
  - a. System administration experience with Microsoft Sever 2003 in a multi-server environment,
  - b. System administration experience with Active Directory,
  - c. Familiarity with email/collaboration,
  - d. Familiarity with Novell systems,
  - e. Experience supporting Microsoft Windows,

- f. Familiarity with Linux and Apple Mac OS desktop environments,
- g. Experience troubleshooting in Ethernet networks,
- h. Familiarity with IIS,
- i. Familiarity with Windows firewalls,
- j. Experience with computer hardware such as RAID controllers, memory, or hard disk drives,
- k. Demonstrated ability to communicate technical information effectively, both orally and in writing,
- l. Ability to establish and maintain effective working relationships with others, and
- m. Ability to utilize standard office equipment such as telephones, voice-mail, photocopiers, and fax machines.

**D. FISCAL RESPONSIBILITY:**

The incumbent is responsible for making recommendations for computer hardware and software with regard to the Microsoft computing environment.

**E. APPLICATION OF KNOWLEDGE AND SKILLS:**

Demonstrates ability to troubleshoot problems in the computing environment utilizing any means available to include; tech manuals, internet searches, tech support, and collaboration.

**F. SUPERVISION:**

N/A

**G. EXTENT OF PUBLIC CONTACT:**

The incumbent is required to interact with all members of the University community.

- 1. Within the University: daily contact with Network Services personnel.

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2. Frequent contact: with full time students, faculty, and staff.