

Job Title: Network Manager II – Systems / Lab Administrator (PC)
Department: Microcomputer Services (MCS)
Supervisor: Microcomputer Services Manager
Date: March 2007
Updated: April 2008

A. PURPOSE OF THE JOB:

To manage the successful and timely operations of University student PC laboratories to meet the specific and general curriculum requirements of faculty and staff across the Texas A&M University – Corpus Christi (TAMU-CC) campus.

B. DUTIES:

Work involves managing a team of employees and the ability to exercise critical technical decisions unsupervised. Develops, tests, and maintains software images for lab computers in Windows and Mac environments for student use. Implements and maintains critical security and administration tools for use by lab staff to help ease lab maintenance. Administers University-wide “Pay for Print” system. The position serves as a central point for support and training to other lab administrators on campus for support in maintaining their own environments, systems, and security policies.

1. Major Duties:

- a. Incumbent is responsible for planning, coordination, and management of computer resources of TAMU-CC,
- b. Administers and conducts routine maintenance on all Microcomputer Services’ Windows and Mac labs with over 400 clients,
- c. Creates software images and manages technical resources for deployment,
- d. Is responsible for management, planning, scheduling, and deployment of computing to all authorized campus events,
- e. Administers several mission critical systems in the Windows 2000/2003 server and Mac OS X environments,

- f. Researches new technologies as they become available, and
- g. Performs all duties as assigned.

C. KNOWLEDGE AND SKILLS:

- 1. Required education: a Bachelor's Degree in Computer Science or at least three years of experience performing desktop maintenance and support.
- 2. Skills required:
 - a. Knowledge of Symantec Ghost imaging software, including Symantec Ghost Console,
 - b. Knowledge of Windows Server 2000/2003 platforms,
 - c. Knowledge of Mac OS X Server platform,
 - d. Knowledge of Windows Server and Pharos Uniprint printer administration,
 - e. Knowledge of Novell account administration,
 - f. Ability to troubleshoot and work in heterogeneous network environments, and a firm understanding of common network protocols,
 - g. Ability to install and maintain Windows 98/XP desktops,
 - h. Ability to install and maintain Macintosh OS X desktops,
 - i. Ability to communicate technical concepts effectively to students, faculty, staff, vendors, and
 - j. Ability to work in a professional environment and make critical decisions, while considering constantly shifting job duties and demands.

D. FISCAL RESPONSIBILITY:

N/A

E. APPLICATION OF KNOWLEDGE AND SKILLS:

The most creative aspects of the job relate to the occasional duties such as computer lab maintenance and ad-hoc event scheduling. General issues to be dealt with are the basic management functions related to assuring the optimum mix of equipment, supplies, and personnel necessary to meet the demands of faculty, staff, and administration. Most issues are resolved internally within the department.

F. SUPERVISION:

1. The incumbent has administrative authority within Microcomputer Services and includes the management of equipment and student employees. Personnel operations are independent of direct supervision.
2. Supervision given is both direct and advisory with daily supervision of over 20 employees and is maintained through observation, formal, and informal meetings.

G. EXTENT OF PUBLIC CONTACT:

1. Within the University: daily contact occurs with students, faculty, and staff.
2. Outside the University: Texas A&M University System personnel, personnel in state regulatory agencies, and members of the local community.