Western Connecticut State University
Information Technology & Innovation
Network Infrastructure Administrator

Western Connecticut State University is pleased to announce that applications are being accepted for a Network Infrastructure Administrator.

WCSU is committed to enhancing our diverse university community by actively encouraging people with disabilities, members of LGBTQIA and BIPOC communities, veterans, and women to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion.

Position Summary: Under the supervision of the Data Network & Telecommunications Manager, the Network Infrastructure Administrator is responsible for technical support of data network infrastructure. Duties include:

- Installation, maintenance and configuration of all Cisco routers, switches and wireless access points including hardware setup, software installation/configuration and the day-to-day administration (performance tuning, monitoring, troubleshooting, etc.).
- Provides direct support to users of the campus network with regard to access to network resources, security, and performance. Provides network connectivity and support to ancillary departments including Campus Police, Facilities, Access Systems and Building Engineering.
- Assists the Data Network/Telecom Manager with network architecture to ensure high levels of network performance and reliability. Supports LAN, WLAN and internet connectivity including performance monitoring/troubleshooting and collaboration with ISPs to troubleshoot and resolve issues.
- Supports the Data Network/Telecom Manager in the research of new network hardware, technologies and industry best practices to recommend and deploy new and innovative solutions. Monitors hardware lifecycles and capacity, and proactively recommends long-term upgrades and replacements.
- Provides support for campus Unified Communications systems as it relates to network access, capacity planning and segmentation. Collaborates with the UC team to identify performance issues, manages QOS (Quality of Service) to ensure VoIP traffic priorities.
- Works with the Manager of Data Network & Telecommunications to address network vulnerabilities on network platforms, makes recommendations to mitigate security risk and comply with BOR standards.
- Supervises University Assistants and Student workers that support Data and Unified communications, campus network and performance monitoring. Leverages network management tools, plans and integrates network growth, and documents changes.
- Develops standard operating procedures (configuration backup/recovery, error logging, system alerts etc.) and trains staff in the implementation of these procedures.
- Maintains detailed documentation of all current and new campus network infrastructure including network device configurations, network topology maps and performance baselines.
- Defines and supports network IP addressing including subnets, DHCP services and assists in the support of the DNS platforms.
Position Announcement

- Configures and manages Cisco ISE (Identity Services Engine) to ensure appropriate network access levels are assigned to students, faculty, staff and guests.
- Maintains Network Monitoring Platforms (with appropriate training) to provide pro-active alerting of network health, device failure and overall performance.
- Manages all hardware assets and assists the Manager of Data Network & Telecommunications to ensure all network hardware has adequate levels of vendor support (troubleshooting, escalation hardware replacement, etc.).
- Defines and maintains standards for network closets (IDFs and MDFs) including racks, cable management, patching, labeling and environment.
- Deploys and manages expansion/reconfiguration of the wireless network including Cisco Prime, Cisco wireless controllers, monitoring network heat maps, deployment and management of SSIDs (permanent and ad-hoc).
- Follows data policies and procedures for management of Connecticut State Colleges & Universities System data networks.
- Works collaboratively with other members of IT&I to develop and test Business Continuity plans, test scripts and service restoration procedures.
- Engages with ancillary WCSU departments (Facilities, Event Planning, Fire Safety, Campus PD, Card Access Services, etc.) to provide network guidance and project support for new initiatives.

Qualifications: Bachelor’s degree in data networking, computer science, electrical engineering or a related field. Five years of professional experience in configuration, installation and support of Local Area Networks (LANs), with technical experience in routing, switching and troubleshooting complex issues. Proven hands-on knowledge of TCP/IP, Cisco IOS/NXOS, Cisco Wireless Controllers, DNS/DHCP, VLANS, Radius, ACLs and ISE; Professional demeanor and effective interpersonal communication skills and collaboration with vendors and other members of IT&I; Strong customer service skills and accountability for assigned tasks or issues; Strong organizational, problem solving and analytical skills, with follow-through; Ability to work effectively under pressure and perform root cause analysis for complex network related issues; Willingness to train and supervise junior staff or student workers

Salary & Benefits: The salary range is $85,988 - $133,744 and is commensurate with candidates’ experience. WCSU offers a comprehensive benefits package. Additional information on benefits can be found at www.wcsu.edu/hr/benefits/. Must be eligible to work in the U.S. as sponsorship for a work visa will not be provided for this position.

Application Process: Prospective candidates must submit a cover letter, which includes the names and contact information for three (3) professional references and a resume. Email your application materials in PDF or Word format to Ms. Peggy Boyle, University HR Administrator – Recruitment & Labor Relations. In subject line of email reference: Your Last Name – Network Infrastructure Admin. Application materials must be emailed to: hrpositions@wcsu.edu and received no later than Friday, November 4, 2022. Late applications will not be accepted.
State and Federal requirements expect that organizations with 100 or more employees invite applicants to self-identify gender and race. We kindly request all applicants to complete the Affirmative Action Data Questionnaire via the following link, http://wcsu.edu/diversity/affirmative-action-data-questionnaire/. Any questions may be directed to Ms. Keisha Stokes in the WCSU Office of Diversity and Equity at stokesk@wcsu.edu. Completion of this data will not affect your opportunity for employment, or terms or conditions of employment. This form will be used for reporting purposes only and will be kept separate from all search records and only accessed by the Office of Diversity and Equity.

Western is an Affirmative Action Equal Opportunity Educator/Employer