



Position Announcement

Western Connecticut State University Information Technology & Innovation Network Support Trainee

Western Connecticut State University is pleased to announce applications are being accepted for Network Support Trainee.

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. WCSU is honored to be awarded the federal designation as a Hispanic Serving Institution (HSI). This accomplishment marks a pivotal moment in our progress toward fostering diversity, equity, and inclusion within our campus community.

The Information Technology & Innovation department's mission is to provide reliable, innovative, and sustainable technology to support teaching, learning and collaboration. Our service areas include: Instructional Technology, including Blackboard Learn; Information Systems for managing student records, student life, campus events, recruitment of prospective students and more; Media Services – digital video and technology to support instruction and promotion of our University; Office 365 – capabilities supporting both on campus and virtual work (email, file sharing, collaboration, chats, virtual meetings etc.); Network, Server and Telecommunication services; Information Security – from our Network to the desktop and everything in between; and Technology Operations for user services, a new and improved Service Desk and support for our computer labs. As always, we remain committed to serving our students, faculty and staff. Additional information on the department may be found on www.wcsu.edu/iti/. Information on the University may be found on www.wcsu.edu.

Position Summary: Responsible for assisting with the installation and maintenance of the voice and data communications infrastructure services. This includes patching and documenting cabling in the data closets, assisting with configuring, installing & maintaining network equipment, working open service tickets, and assisting with telecommunication support as needed.

Position Responsibilities:

- Provides support for all cabling associated with Telecommunications & Data Networks.
- Assists with cabling crews/vendors to install new drops/runs for voice & network communications.
- Assists in the management and stock inventory of the network equipment.
- Assists in the installation, connection, and configuration of networking equipment, including switches, A/Ps, phones, etc.
- Assists in using various network management tools to help troubleshoot and support the networks.
- Updates cabling information associated with cable plant documentation.
- Follows policies and procedures outlined in the Connecticut State Colleges & Universities Telecommunications Infrastructure Standards.



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- Performs other duties and responsibilities related to those enumerated above which do not alter the basic level and responsibilities of the position.

Qualifications:

- Significant progress towards a Bachelor's degree, preferably in an area of information technology or equivalent.
- One year of experience in Data and Local Area Network support.
- Effective interpersonal and communication skills.
- Multilingual or bilingual skills preferred.

Salary & Benefits: The hiring salary range is \$45,436. WCSU offers a comprehensive benefits package. Additional information on benefits can be found at www.wcsu.edu/hr/benefits/. All employment, if offered, is contingent upon proof of citizenship or employability under the requirement of the Immigration and Control Act (IRCA) and the successful passing of a background check. WCSU is committed to providing a safe campus community. Background investigations include reference checks, employment verifications, and a criminal history record check.

Application Process: Interested applicants must submit a cover letter, which includes the names and contact information for three (3) professional references and a resume. Questions may be directed to hrpositions@wcsu.edu – please reference Network Support Trainee in subject line.

To apply, submit your materials to:

<https://westernconnecticutstateuniversity.applytojob.com/apply/bM6lFhqsLR/Network-Support-Trainee>

Application materials must be submitted no later than **Monday April 6, 2026**. Late applications will not be accepted.

Western is an Affirmative Action Equal Opportunity Educator/Employer