

# Position Announcement

## Network Administrator



The Mississippi Board of Trustees of the State Institutions of Higher Learning System Office seeks applications for the position of **Network Administrator**. This position reports to the IT Manager. IHL is governed by a twelve-member Board of Trustees and consists of eight universities. The System office is located in Jackson, Mississippi.

### Job Summary

This position will provide technical support across multiple disciplines including end-user help desk, network and cloud services, and technology security for the IHL administrative offices. Works with end-users to analyze problems or needs and develops solutions via the use of technical expertise and best practices.

### Essential Functions

A review of this description has excluded the marginal functions of this job which are incidental to the performance of fundamental job duties. All duties or requirements are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

- Assists with administering the Internal Network and Internet Connectivity, including Sophos Firewall, VLAN-segmented networks, Wireless Network access for internal and guest users, and remote access via VPN.
- Manages the Help Desk by providing technical support to all end-users. Resolves software and hardware issues for end-users on demand or from inspection of the systems.
- Maintains KACE- Central management appliance for inventory, software and security updates to servers, desktops, and laptops.
- Communicates networking issues to staff and leadership.
- Installs and maintains hardware and software on all end-user devices, including antivirus and security software.
- Assists the IT Manager with administering Office 365 and maintaining the Windows Operating System environment.
- Provides end-user training in one-on-one and group settings.
- Communicates technology and cybersecurity standards to staff, leadership, and vendors.
- Maintains an adequate level of knowledge of operating systems and application software being used to provide high levels of support to end-users.

### Competencies

Active Learning  
Critical Thinking  
Active Listening

Critical Thinking  
Judgment and Decision Making  
Reading Comprehension

## **Supervisory Responsibility**

This position has no supervisory responsibilities.

## **Education and Experience**

Bachelor's degree from a four-year college or university in computer technology, information technology, or a related field; three to five years of related experience and/or training; or an equivalent combination of formal training and experience.

Must have work experience with managing the Help Desk functions in an information technology area. Must have work experience with Microsoft operating systems and administration of those systems, including Active Directory. Must be proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook). Demonstrated skills in customer service, analytical thinking, active listening, and problem-solving.

## **Working Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, laptops, servers, network equipment, phones, and photocopiers.

## **Mental/Physical Requirements**

- Interacting with Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Updating and Using Relevant Knowledge — Maintaining up-to-date technology and applying new knowledge to the job.
- Retrieving Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with supervisors and peers — Providing information by telephone, in written form, e-mail, or in person.
- May regularly walk or stand and/or regularly lift IT equipment weighing 50 or more pounds. Regularly required to move; sit, stand, walk, squat/kneel, reach, grasp, push/pull, twist/bend, and lift/carry.

## **Position type and expected hours of work**

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. After-hours may be required in some circumstances.

## **Travel**

Some travel may be expected for this position.

## **Application Requirements**

Completed applications should include a current résumé; and names, address, e-mail address, and phone numbers of three (3) professional references. Review of applications will begin immediately and will continue until the position is filled. Women and minorities are encouraged to apply. To apply for this position, submit an official [IHL Application for Employment](#), along with the documents noted above to the following address:



**Mississippi Institutions of Higher Learning  
Office of Human Resources  
3825 Ridgewood Road  
Jackson, MS 39211**

Applications may also be emailed to: [hr@mississippi.edu](mailto:hr@mississippi.edu) or faxed to 601.432.6129.

For more information regarding IHL, visit our website at [www.mississippi.edu/ihl](http://www.mississippi.edu/ihl)

The Board of Trustees of State Institutions of Higher Learning is an Equal Opportunity Employer.