



**Connecticut State Community College
Job Description
Enterprise Technology Administrator – Level II**

Salary Level:
CCP 16 (Subject to Willis)

Date Approved/Revised:
Rev 2. 6/5/23

POSITION PURPOSE:

The Enterprise Technology Administrator II (ETA II) is responsible for collaboratively developing, implementing, and maintaining enterprise technology services. The ETA II is tasked with creating and leading projects at both the campus and system level. This includes researching and recommending new hardware, software, and management tools to enhance service quality across multiple campuses. The ETA II works collaboratively with Connecticut State College and University IT Shared Services staff and campus based academic technology staff to support the effective adoption and ongoing use of enterprise shared technology services and administrative technologies utilized by multiple campuses or across the CT State College system.

SUPERVISORY AND OTHER RELATIONSHIPS:

The Enterprise Technology Administrator II typically works under the direction of an Enterprise Technology Manager or a Technology Administrator IV. The position may lead student workers and other enterprise technology staff in performing routine tasks supporting enterprise services.

The incumbent is required to have substantial collaborative relationships with other campus enterprise, campus academic, or CSCU technology staff.

EXAMPLS OF DUTIES:

The following examples of ETA II duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Plans, designs, and leads the installation, configuration, administration, maintenance, and support of enterprise systems including but not limited to audiovisual systems, building management and security systems, communications, file and storage, software, database, network, and backup systems.
- Monitors the ongoing operation of technology systems and performs activities to assist with performance tuning, troubleshooting of hardware, and application issues.
- Performs regular and on-demand system backups and recoveries.
- Researches and recommends new hardware, software, and management tools to enhance service quality.
- Designs and develops automated procedures using a variety of scripting and programming languages.
- Manages and/or participates in projects including needs analysis, planning, testing, and implementation.
- Analyzes system data for capacity and planning purposes.
- Participates in disaster recovery and emergency planning, testing, and implementation
- May supervise professional staff and/or student workers.
- Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

May involve participation at evening or weekend events. The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies. The incumbent is required to maintain complete confidentiality of student (Personal data) records and other materials or information of a confidential nature.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Experience with installation, configuration, and administration of one or more of the following technologies: Directory Services, Email/Messaging, Identity Management, Remote Access, Web Services, Enterprise Database Services, storage/SAN, server and/or client virtualization
- Possesses a comprehensive understanding of key network technologies such as DNS, DHCP and networking protocols such as TCP/IP, 802.1x, wireless, etc.
- Possesses a comprehensive understanding of currently supported Windows, OS or Unix operating systems.
- Proven hands-on experience with VMware, Hyper-V, or other virtualization platforms.
- Ability to write and debug scripts using common scripting languages.
- Strong project management capabilities including project planning, resource management (including third party resources), time estimation and execution. Ability to take ownership and manage small to mid-size projects from start to completion.
- Strong organizational, analytical, and problem-solving skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include an Associate's degree in a technology-related field (Bachelor's Degree preferred) and a minimum of 4 years of demonstrated experience in administration and support of Unix or Windows-based systems and services in an enterprise environment; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to meetings and conferences.