



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

Salary Level:
CCP 14 (Subject to Willis)

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

POSITION PURPOSE:

The Enterprise Technology Administrator I (ETA I) (trainee) is responsible for implementing and maintaining enterprise technology services. The ETA I primarily focuses on campus-level operations and services. This includes researching and recommending new hardware, software, and management tools to enhance service quality across multiple campuses. The ETA I 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 campuses across multiple campuses or across the CT State College system.

SUPERVISORY AND OTHER RELATIONSHIPS:

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

EXAMPLES OF DUTIES:

The following examples of ETA I 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.

- Performs 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.
- Works directly with vendors and technical support personnel on equipment and software purchases, as well as support and maintenance contracts.
- 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 professional expertise and competencies.

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:

- Possesses an of key network technologies such as DNS, DHCP and networking protocols such as TCP/IP, 802.1x, wireless, etc.
- Possesses an understanding of currently supported Windows, OS or Unix operating systems.
- Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
- 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 degree (advanced degree preferred) in a technology related field together with a minimum of 1-3 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 central meetings and conferences.