



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

Salary Level:
CCP 19 (Subject to Willis)

Approved/Revised:
6/5/23

POSITION PURPOSE:

The Enterprise Technology Administrator IV (ETA IV) is responsible for designing, implementing, and maintaining enterprise technology services. The ETA III provides the highest level of support, architecting and leading projects that affect systems throughout the organization. The ETA IV is a subject matter expert (SME) in one or more enterprise technology systems used within the CT State College system. This includes researching and recommending new hardware, software, and management tools to enhance service quality across multiple campuses. The ETA IV 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 across the CT State College system.

SUPERVISORY AND OTHER RELATIONSHIPS:

The Enterprise Technology Administrator IV typically works under the direction of an Enterprise Technology Manager. The position leads 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 enterprise, campus academic, or CSCU technology staff.

EXAMPLES OF DUTIES:

The following examples of ETA IV 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.

- Provides leadership and technical expertise relating to 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.
- Oversees the regular and on-demand system backups and recoveries.
- Leads in the acquisition of new hardware, software, and management tools to enhance service quality.
- Designs and develops automated procedures using a variety of scripting and programming languages.
- Manages projects including needs analysis, planning, testing, and implementation.
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- Leads in disaster recovery and emergency response planning, testing, and implementation
- Determines need and scope, develops, and maintains appropriate documentation on procedures, configurations, and equipment inventory.
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- Serves on system-wide technology workgroups, support teams and committees as assigned
- 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 large scale projects from start to completion.
- 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 qualifications may be waived for individuals with an equivalent combination of education, training, and experience. These skills and abilities typically are acquired through a combination of education, training and experience which would include a bachelor's degree in a technology-related field (advanced degree preferred) together with a minimum of two to five years of demonstrated experience in administration and support of Unix or Windows-based systems and services in an enterprise environment that includes up to two years of supervisory experience; 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.