

Position Announcement

JOB TITLE: Junior Network Administrator

The Mississippi Board of Trustees of the State Institutions of Higher Learning System Office seeks applications for the position of **Junior Network Administrator**. This position reports to the Network Administrator. IHL is governed by a twelve-member Board of Trustees and consists of eight universities. The eight universities enroll over 80,000 students. 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 security for the IHL administrative offices. Works with staff to analyze problems or needs and develops solutions via 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 the Network Administrator with Windows server and desktop environment, installation and maintenance of client hardware and software, troubleshooting client issues related to computer and networking equipment.
- Communicates information technology and cybersecurity standards to leadership, users and vendors to align information technology solutions with business initiatives.
- Develops and maintains vendor relationships to implement new projects, maintain current operations, and resolve technical issues.
- Participates in technical research and development to enable continuing innovation within the infrastructure.
- Provides diagnostic support for IHL Executive Office administrative staff for a broad range of technical areas. This includes desktop and peripheral support as well as software and application support, including Office 365, VMware, and antivirus and antimalware software.
- Helps plan and schedule system enhancement and modifications.
- Works with IHL Executive Office administrative staff to analyze problems or needs, and develops solutions requiring novel uses of existing technology, integration of multiple areas of technical expertise, or investigation and application of new technologies.
- Develops staff procedures in technical areas of expertise and provides related professional computer services support and training.
- Prepares documents using advanced technical writing.
- Maintains an adequate level of knowledge of operating system and application software being used to provide high levels of support to users.
- Monitors and is responsive to help desk requests.
- Performs duties of coordinator in his/her absence.

Competencies

Critical Thinking	Judgment and Decision	Active Learning
Active Listening	Reading Comprehension	

Supervisory Responsibility

This position has no supervisory responsibilities.

Education and Experience

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

Must have work experience in Help Desk 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, servers, Network equipment, phones, photocopiers, fax machines.

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 — Keeping up-to-date technically and applying new knowledge to your job.
- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- May regularly walk or stand and/or regularly lift IT equipment. While performing the duties of this job, the incumbent is regularly required to: move; sit, stand, walk, squat/kneel, reach, grasp, push/pull, twist/bend, 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 maybe 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 or faxed to 601.432.6129.

For more information regarding IHL, visit our web site at www.mississippi.edu/ihl

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