



Job Description

Job Title: Network Administrator I

JTC: TDQ

Salary Range: N05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for tasks related to the installation and maintenance of enterprise structured cabling system. Installs and integrates networks switches and uninterruptible power supply devices. Works with team lead on small typically college-requested projects to add network connectivity in a newly renovated or existing space.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must have proven experience in structured cabling field work including knowledge of relevant standards in the areas of copper and fiber cable management, patching, termination, patch panels and equipment rack management. Experience in cable installation practices including documentation and labeling standards.

The ability to analyze problems and perform needs assessments, using judgment and following guidelines. Knowledge of standards for cabling system projects including the ability to interpret cabling system design documents and isolate cabling faults.

Proficient ability to work directly with IT leadership, team members and interdepartmental employees to develop, implement and support new solutions. Must be able to work efficiently and cooperatively in a multitasking, diverse team environment. Strong interpersonal skills are required with attention to detail, timeline management and meeting deadlines.

Must be well organized with the ability to coordinate, prioritize and execute multiple tasks simultaneously in a high-pressure environment. Solid knowledge of technology industry current and upcoming trends. Ability to quickly learn new technologies and products using documentation and internet resources.

Ability to communicate and interact effectively with diverse stakeholders and constituents. Ability to provide exemplary customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed in the field at location wiring closets and cable pathways. Position require climbing ladders, bending and lifting. Occasionally may be required to lift and carry



materials weighing up to 50 pounds. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's degree with three (3) years of experience in related field or technical/trade school certifications plus three (3) years of specialized data communications/electronics or structured cabling experience. Official transcript/certifications will be required. A valid Texas driver's license is required due to extensive travel throughout the DCCCD area to all college/locations. Work hours may extend beyond the regular, Monday-Friday, 8:00 a.m.-5:00 p.m. workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. ****Will be subject to a criminal background. Some positions may be subject to a fingerprint test. ****

ESSENTIAL DUTIES AND RESPONSIBILITIES

Maintains structured cabling infrastructure by monitoring and responding to network connectivity requests including assisting team lead in scoping of project requests, coordinating with contractors, troubleshooting network connectivity issues, and escalating problems as appropriate. Install and support structured cabling systems including cables, fiber, patch panels and related components including physical infrastructure of local- and wide-area networks in accordance with established procedures and instructions. Responsible for staying current on technology trends and maintains knowledge and understanding of current network and enterprise structured cabling trends through professional development activities.

Ensures compliance with all relevant procedures, guidelines and utilization. Analyze and assess problems with network and isolates cabling issues and faults. Collaborate and implement solutions related to project and other requests through utilizing a network of vendors, local staff and contractors. Maintain structured cabling environment by maintaining documentation and adherence to standards and policies.

Builds and maintains collaborative working relationships with diverse team members and stakeholders/constituents within the DCCCD community network to ensure that use needs are met. Utilizes effective organizational and time management skills in a fast-paced, constantly changing environment.

Performs routine maintenance on network-related components and equipment. Create bills of materials needed to fulfill request. Complete all assigned projects and assignments on time and to a high standard. Assist in troubleshooting configuration and physical-layer network connectivity across all facilities within the district. Documents and implements approved configuration changes.

Communicates effectively with diverse internal/external stakeholders and constituents within the DCCCD community network. Provides excellent customer service.

Must complete required DCCCD Professional Development training hours per academic year. Performs other job duties as required.



The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.