



POSTED: June 27, 2022

Director of Information Technology Services and Network Administration **\$80,000**

Clinton Community College, a member of the State University of New York, is situated on the shores of Lake Champlain with panoramic views of the Adirondack Mountains and the Green Mountains of Vermont. The College's mission is to provide educational opportunities in an inclusive and safe environment that empower individuals to create their own paths to personal and professional growth. The College strives to be diverse in ways that reflect the world in which we live and work. By being intentional about creating a strong climate of mutual respect and inclusiveness, we recognize that learning experiences will be broader, richer, and more meaningful for all members of our community.

The Director of Information Technology Services and Network Administration is responsible for managing the daily operation and monitoring of campus information technology, networking, information security, and telecommunications services. The Director provides leadership and coordination for the availability, accessibility, and security of campus information technology, networking, and telecommunications services, and develops recommendations for strategies and technological solutions to address College needs. The Director is responsible for coordinating College-wide hardware and software support, to insure reliable, and cost-effective systems to meet the needs of the community.

Responsibilities include:

- Management and administration of Network. Designs and oversees the maintenance of firewalls, Ethernet switches, bandwidth allocators, VPN, performance/troubleshooting, monitoring, maintain WAN connections, design/expansion of LAN, and Wireless Network. Provides Cloud system access. Performs computer center health assessments and system and server migration planning.
- Supports a myriad of network device connectivity. Provides overall management of all campus networking systems.
- Provides overall Management and administration of telecommunications including NEC PBX system with phone lines, Analog, Digital, VOIP (internet phones), voicemail system, phone trees, Fax, copies, moves, etc.
- Manages Computer Center windows and VN servers (machine room) including the following functions: Identify management systems, file servers, and application servers. Group policy design, backups, backup devices and virtualization infrastructure. Storage area networks maintenance. Cloud application engineering and

support, user provisioning, email provisioning procedures and maintenance systems, Citrix farm, network printers, licensing servers, operating system patching systems, anti-virus systems and Support Desktop network related issues. Provides overall staff-training, help, and provide lead diagnostics of troubleshooting and incidence response for all systems, servers, computer center functions, service affecting events and emergencies.

- Coordinates external data access (e.g. SUNY Central, federal and state agencies) as required
- Supervises Information Technology staff; providing direction, training, and support.
- Creates department plans, goals, and budgets to meet the College's strategic goals.
- Participates with SUNY conferences, monthly calls, and distribution list servers.
- Creates, reviews, and engages in contracted professional services engagements and maintenance contracts.
- Information Security (ISO) duties including vulnerability management, managing penetration tests, performing audits and remediation. Analyzes and monitors network traffic and system logs. Performs security awareness and risk assessment tasks. Investigates security incidents, provides forensic data, logs information, and maintains confidentiality in investigations. Maintains and advises on access control lists. Keeps abreast of latest security threats and solutions. Provides overall guidance and direction for all campus authentication and authorization systems.
- Performs other related duties as assigned.

Minimum Qualifications:

- Bachelor's degree in computer science, electronics, or related discipline required. Additional coursework in programming, telecommunications, computer networking or other related areas is desired. Relevant current certification preferred
- A minimum of three years of experience supporting all aspects of Information Technology with expertise in network telecommunications and systems, design, engineering, troubleshooting and information security. Supervisory or management experience preferred.
- Working knowledge of and proficiency with computer, network, and telecommunications/telephony hardware and software and information security.
- A thorough working knowledge of data, communication and printer networks and network management techniques.
- Knowledge and ability to make programming changes to application software, interpret technical manuals and identify and correct hardware and software problems.
- Ability to interpret user needs and work effectively with users in an information exchange relationship.
- Excellent interpersonal skills with the ability to interact with all levels of faculty, students and administrative staff; ability to communicate effectively verbally and in writing.

Working conditions:

- Must be physically capable of inspecting and performing assigned work in buildings, grounds, and other campus facilities, including climbing ladders, entering crawlspaces, walking, etc.



- Near visual acuity needed to read equipment diagrams and inspect parts. Depth perception, field of vision and color vision needed in inspecting work. May be exposed to noise and vibration from operating equipment.
- Handle a variety of hand tools; lift, carry, push, or pull a variety of tools, equipment and materials, climb, balance, stoop, kneel and crouch to gain access to work areas, wiring and building systems.

To apply:

The search will remain open until the position is filled. Please submit a letter of application, resume, and a CCC application available here: [Microsoft Word - Professional Application 2017 \(clinton.edu\)](#)

Please email your application materials to:

hr.recruiting@clinton.edu

Clinton Community College

136 Clinton Point Drive, Plattsburgh, New York, 12901

Clinton Community College, a member of the State University of New York System, is an Equal Opportunity/Affirmative Action employer and complies with ADA requirements. Consistent with the Americans with Disabilities Act, applicants needing reasonable accommodations during the employment process should advise HR as necessary