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POSITION TITLE: **HELP DESK / NETWORK ADMINISTRATOR**

DIVISION: **INFORMATION TECHNOLOGY**

REPORTS TO: **DIRECTOR OF INFORMATION TECHNOLOGY**

STATUS: **FULL-TIME (APPROXIMATELY 40 HOURS/WEEK), FLSA NON-EXEMPT**

POSITION FUNCTION

The Help Desk / Network Administrator role is to ensure proper computer operation allowing end users to accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. In addition, the Help Desk / Network Administrator will assist in supporting the associations' system infrastructures, including local area networks (LANs), wide area networks (WANs), wireless local area networks (WLANs) and Audio Visual systems. In addition, the position will assist with website development and overall functionality and integration of NASS websites including microsite development.

DUTIES AND RESPONSIBILITIES

- Network and communications systems
 - Provides training, troubleshooting, and support to network and communication system users.
 - Supports association Help Desk function administered by I.T. Director.
 - Fields incoming help requests from end users via both telephone and e-mail in a courteous manner.
 - Documents Help Desk issues, status, and resolutions; prioritizes, schedules, and escalates Help Desk requests in accordance with procedure. Performs post-resolution follow-up on Help Desk issues; evaluates documented resolutions and analyzes trends for ways to prevent concerns.
 - Accesses software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
 - Identifies and learns appropriate software and hardware used and supported by the association.
 - Performs hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
 - Performs preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
 - Assists with the implementation of network equipment, infrastructure upgrades, changes, and enhancements
 - Maintains and supports LAN/WAN workstations, network security, telecommunication equipment, hardware, software and voice systems
 - Responsible for software installation, patches, upgrades, licensing documentation, implementation, maintenance, and user training on standard applications (Microsoft Office, etc)
 - Assists the I.T. Director in providing communication and network support for on-site meeting services; Installs and supports on-site computers, networks, and telecommunications equipment, including phone, fax, and e-mail infrastructure, hardware, and software.
 - Setup and operate audio and video equipment including cameras, computers, microphones, sound speakers, video screens, projectors, video monitors, recording equipment, connecting wires and cables, and related electronic equipment for meetings, presentations, and conferences

- Responsible for configuring media catalog, recording and editing video content, and publishing finalized content to streaming server
 - Create course DVDs and maintain inventories of media supplies
 - Work closely with staff and clients to determine audio visual needs; answer inquiries concerning the use of audio and visual equipment
 - Assist with the implementation of audio and visual equipment and infrastructure upgrades, changes, and enhancements
 - Provide technical assistance and training to staff, specifically with the audio and visual equipment in the meeting spaces
 - Ensure appropriate daily, monthly, and other periodic media and data backups are completed; provides for their archiving and retention; assures all possible data recovery and restoration are available if and when necessary
 - Organize and maintain compliance, licensing, and warranty information related to audio and video facilities; responsible for software installation and maintenance
 - Diagnose and resolve audio and video system problems and work with audio visual equipment companies as needed
- Database administration and information services
- Provides technical support to ensure data security and integrity of the NASS membership database (CRM)
 - Assists in producing reports, mailing lists, and data exports from the database
 - Trains and supports database users – all functions (Basic contact management, Membership/Dues, Meeting and Expo Registration, Order Fulfillment).
 - Familiar with Society’s business practices and processes; creates and maintains application procedures and documentation
 - Backs up selected service functions and associated transaction processing (order fulfillment, meeting and expo registration).
- Website Development
- Assists with the creation of design prototypes, including graphic design, site navigation, and layout of content, for the main university web site and for department websites.
 - Ensure that the layout of the content is accessible and logical; recommend improvements if necessary.
 - Creates visual concepts that match the content and the image wanted by the clients but that fit in the schools global image; ensure that sites are easy to navigate.
 - Contributes to the overall development of Web Communications and of the website.
 - Works with internal staff on development of microsites and other web related endeavors.

SKILLS

- Knowledge of network theory and design.
- Knowledge of corporate level hardware, including workstations, servers and switches.
- Knowledge of Microsoft operating systems (Windows XP/ Server 2000/2003), including the use of Active Directory with relation to Microsoft Exchange 2003..
- Knowledge of Microsoft Office components, CRM (or other membership database software), SQL Reporting Services (or other database report writer)
- Knowledge of website programming.
- Organization and writing skills; can summarize and document business processes
- Able to communicate effectively with staff of all levels; can effectively convey knowledge and techniques in user training.
- Able to set priorities for competing requirements for I.T. services, and deliver a consistent level of service in a timely manner
- Knowledge of audio and video equipment including, but not limited to switching equipment, cameras, sound systems, microphones, projectors, and computers

EDUCATION

B.S. in Computer Science or related field

EXPERIENCE

- One to two years providing I.T. support services, website development or equivalent.

SUPERVISION RECEIVED

- Reports to Director of Information Technology

SUPERVISION EXERCISED

- Provides training to all departmental staff where necessary

RELATIONSHIPS (INTERNAL)

- Provides I.T. support to all NASS staff and membership
- Administers I.T. services in keeping with I.T. department policies and procedures
- Works with finance / accounting personnel to develop procedures and documentation
- Works with content experts on development of website content.

TRAVEL

- One to three times a year, to NASS-sponsored and NASS-affiliated meetings