THE COLLEGE of IDAHO

The College of Idaho invites applicants for roles in systems administration, network operations and helpdesk support. We want to hire two candidates to round out our IT team. Depending on experience, we have opportunities ranging from helpdesk to network infrastructure, and service management. We value curiosity and tenacity, have a passion for using technology to support student success, and we invite applications and recommendations from likeminded IT professionals. We need systems and networking professionals who like to work in a small IT team setting, are self-directed, responsible and can discover, troubleshoot, and optimize to minimize systems and network problems.

As a member of the Information Technology team, successful candidates will have the opportunity to work in a Windows and Linux VMware environment, hosted, on-campus, in our data center. Your systems analysis, design, configuration, and testing directly impacts students, faculty and staff. As an employee, you will qualify for tuition reimbursement for spouse and dependent children and free admission to on-campus College events. The College has a long legacy of tradition and excellence in education. Join us and your contributions can help write the next chapter in the story of The College of Idaho.

Essential Functions

- Act in the role of network/server infrastructure owner with responsibility for operations, security, configuration, lifecycle, maintenance and support of all network and server systems.
- Serve as a technical expert in areas of enterprise networking, and administration of Windows and Linux on VMWare.
- Proactively manage Microsoft 365 infrastructure, build security and compliance solutions, monitor system for incidents and respond to threats.
- Administer user and group access, identity management, authentication and access.
- Administer messaging and collaboration services for messaging, voice, and video: deploy, configure, manage, troubleshoot, and monitor.
- Administer web hosting systems, ensuring availability and security of public facing services.
- Support and manage campus physical network infrastructure and data center, including optical and copper networks, switching, routing, security appliances, bandwidth management technologies, and wireless networking.
- Provision and operate campus telephone infrastructure, including central VoIP PBX, analog connectivity, and PSTN interfaces.
- Respond to after-hours infrastructure issues and perform scheduled maintenance activities.
- Configure and administer backup systems, perform backup and restore and recovery operation activities. Participate in continuity exercises.
- Install, maintain and operate infrastructure protection, detection and logging technologies.
- Develop and maintain procedures, programs and documentation of servers, network and infrastructure. Promote efficient operations and quality IT service.
- Assist the Director of Information Technology in budgeting for acquisitions and upgrades based on institutional lifecycle policies and industry trends.
- Additional duties as assigned

Minimum Qualifications

- Five years Windows network administration experience.
- In-depth knowledge of Microsoft Windows client and Microsoft Office.
- Solid working knowledge of Microsoft Exchange.
- Solid working knowledge of networking, switching, routing, security, and wireless technologies.
- Solid working knowledge of Microsoft Windows and Linux server administration practices.
- Operational experience with Active Directory, including AD Domain Services and Group Policy.
- Experience administering virtualization technologies such as VMware vSphere.
- Experience implementing and administering system backups, restoring systems, and disaster recovery.
- Experience automating systems work using common scripting tools such as PowerShell .

- Experience with network and cloud storage.
- Effective hardware and software troubleshooting skills, both client and server.
- Able to effectively communicate with both technical and non-technical end users.
- Commitment to continued education with respect to industry trends, products, and services.
- At least one current industry certification, such as Server+, Network+, CCNA, or related Microsoft Certification.
- Ability to work evenings and weekend hours as needed.
- Must possess a current valid driver's license and be vehicle insurable with a good driving record in accordance with College's vehicle policy

Preferred Qualifications
- Bachelor's degree from an accredited institution
- Previous experience in a higher education IT environment.
- Experience leading the work of others, and mentoring others.
- Experience with security testing and vulnerability scanning, with experience responding to network security incidents.
- Strong knowledge of the OSI model and how it relates to effective network design and troubleshooting.
- Experience of datacenter and premises structured wiring, including network cabling, power distribution, and electrical grounding.
- Knowledge of programming and automation concepts, especially scripting languages.

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of their employment without sponsorship from The College of Idaho.

A complete application will include a current résumé, cover letter addressing qualifications for the position, a statement on diversity that articulates a commitment to representation, inclusion , and equity, and the names and contact information of three (3) references, two (2) management and one (1) professional to hr@collegeofidaho.edu. Application review will begin immediately. Applications will be accepted until suitable candidates are selected. A demonstration of technical ability will be required of finalist.

With over 125 years of history, The College of Idaho is a regional and national leader in higher education. The College of Idaho is an inclusive community of exceptional learning that challenges the ambitious and forges pathways to success and purpose.

The College of Idaho is proud to be an equal opportunity employer. We are committed to attracting, retaining, and maximizing academic excellence through a diverse and inclusive workforce.