

MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

Network Support Specialist

POSITION OVERVIEW

As a member of the IT staff, reporting to the Network Manager the employee is primarily responsible for day to day support of the Voice Over Internet Protocol (VOIP) system as well as assisting with the maintenance of all aspects of the MMA campus network hardware infrastructure, systems, and day to day Network Helpdesk support of end users.

DUTIES

- Provides primary support for the VOIP system.
- Provides assistance with network maintenance and troubleshooting (in collaboration with the Network Manager).
- Responsible for the resolution of network related help desk tickets and issues.
- Provides support for network hardware, software and systems.
- Assists with the planning and coordinating of network cabling and installation.
- Primary employee responsible for the purchase planning for phone/voice systems and assists with the purchase planning for network systems.
- Supports audio visual systems as directed.
- Assists with directing maintenance, server patching and modifications, as well as back-up and disaster testing, maintenance, and data recovery.
- Acts as the Network Manager in the absence of that employee.
- May supervise student and/or regular Academy employees.
- Other duties as assigned.

This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.

SKILLS / EXPERIENCE

- Strong networking and troubleshooting skills, Active Directory, SQL, VMWare and Windows server experience are preferred.
- Knowledge of satellite communications systems a plus.
- Experience in a secondary or higher education setting preferred.
- Ability to work with a minimum of supervision and with a positive attitude.
- Must be able to communicate effectively in both written and verbal form.

- Must establish and maintain effective and professional working relationships.
- Excellent customer service skills, and the ability to work well with both internal (Academy) customers as well as external entities.
- Knowledgeable with industry standards and best practices for end user hardware and software.
- Ability to work with customers who have varying degrees of technical expertise.
- Exceptional troubleshooting ability required to solve non-routine, complex problems as they arise.
- Computer hardware and software skills are required.
- Ability to work independently with minimal supervision or support.
- Ability to troubleshoot and repair hardware and software.
- Critical thinking skills.
- Ability to maintain relevant skill sets and adapt to the ever-changing field of technology.
- Ability to work in a team oriented, collaborative environment is required.

Requirements

- High School Diploma or GED required.
- Relevant Bachelor's Degree preferred and/or equivalent related experience; or equivalent combination of education and experience.
- Minimum Two (2) years of experience supporting technology end users required.
- Network+ or ability to attain it within 6 months of hire is required.
- Security+ or other networking and/or security certifications or the ability and interest to attain such certifications is desirable.
- Ability to document technical systems is required.
- Strong written and oral communications skills are required.
- Strong organizational skills and ability to multi-task are required.

PHYSICAL REQUIREMENTS

- Regularly sit, stand, walk through narrow passages, ascend and descend ladders and stairs.
- Tolerate exposure to extreme weather conditions including rain, snow, sleet, and high winds and extremes of temperatures.
- Use hands to manipulate objects, tools or controls.
- Reach and work overhead with arms and hands.
- Lift at least a 40 pound load off the ground, and to carry, push or pull the same load.
- Open and close water tight doors of 55 pounds or more.
- Work in areas of high noise and/or low light.
- Work aloft at heights above 6 ft.
- Work in confined spaces.

Maine Maritime Academy Position Factor Evaluation			
	Job Title: Network Support Specialist	Job Code:	
	Wage Grade: 20	Total Points: 466	
	Factor	Degree	Points
1	Knowledge and Skill	6	216
2	Effort		
	A. Mental and Visual Effort	5	40
	B. Physical Effort	3	30
3	Responsibility for Cost Control	5	40
4	Responsibility for Others		
	A. Injury to Others	2	16
	B. Supervisory Responsibility	3	24
	C. Sensitive Information and Records	4	32
5	Working Conditions	2	20
6	Responsibility for External and Internal Relations	6	48
	Date of last reclassification: 2024-09-30		