

MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

Network Service Manager - 2760

POSITION OVERVIEW

Reporting to the CTO, the Network Manager is responsible for all aspects of design, implementation, management, and maintenance of the MMA network, both wired and wireless, supporting approximately 1,500 students, faculty, and staff across campus and the Training Ship State of Maine. This includes cloud-connected and hybrid infrastructure, software-defined networking, wireless, and segmented VLAN architectures. The Network Manager is also responsible for all aspects of implementation, management, and maintenance of unified communications and telephony systems, which include cloud-hosted and on-premises VoIP platforms, softphones, video conferencing, and traditional landline systems used for life-safety circuits (fire alarms, elevators, boilers, and other equipment). The Network Manager works closely with the IISO and CTO to support network and cybersecurity initiatives, implementing Zero Trust principles across firewalls, next-generation perimeter and cloud-edge security, identity and access management, traffic management, network access control (NAC), endpoint/network detection and response (EDR/NDR), security information and event management (SIEM), and continuous monitoring systems. Additional responsibilities include managing network and communications infrastructure for the Training Ship State of Maine; supporting operational technology (OT), Internet of Things (IoT), and shipboard network security; overseeing cable television and IPTV systems; and collaboratively maintaining and managing the on-premises datacenter, virtualization platforms, and associated cloud services (Azure, AWS, and Microsoft 365). Employee consults with and trains faculty, students and staff in the use of these systems

DUTIES

- Recommends and implements network changes to address user needs, data security, performance, and reliability, with an eye to scalability, automation, and emerging technology trends.
- Responsible for planning, implementing, and managing the campus network topology, including routers, core/distribution/access switches, cloud-managed wireless controllers, Wi-Fi 6E/7 access points, SD-WAN/SASE edge devices, fiber and structured cabling, and segmented VLAN/micro-segmented architectures that support modern bandwidth, IoT, and OT requirements.
- Responsible for planning, implementing, and managing unified communications and telephony systems, including cloud-hosted and on-premises VoIP platforms, SIP trunks, softphones, video conferencing/collaboration tools, and traditional landline circuits connected to fire alarms, elevators, boilers, and other life-safety equipment.
- Responsible for planning, implementing, and managing the cybersecurity posture of the network, including next-generation firewalls, intrusion detection/prevention, Zero Trust network access, network access control (NAC), VPN remote access, multi-factor authentication, certificate services, vulnerability management, SIEM/log aggregation, and incident response in coordination with the CTO and the institution's information security program.

- Participates in the leadership and management of the Information Technology (IT) division to help envision future IT directions and goals; makes effective and efficient use of current resources; sets high, achievable aspirations for services and operations.
- Ensures the provision of comprehensive, integrated, reliable, high-quality services for MMA in areas such as backbone and local area networking, network facilities and infrastructure, Internet and research/education networking, Wi-Fi and BYOD access, hybrid and multi-cloud connectivity (Azure, AWS, Microsoft 365), network and cyber security, secure remote access VPN, and unified communications.
- Conduct strategic and tactical planning for the Academy's data, voice, wireless, and cloud network services in alignment with the overall academic, research, and operational strategy of the institution, with attention to scalability, sustainability, and emerging technologies
- Ensures legal and regulatory compliance of all communications systems used at MMA to meet state and federal standards including but not limited to FERPA, GLBA, HIPAA (where applicable), USCG/maritime cyber requirements, and applicable Department of Education and Department of Transportation guidance and oversee the technical and administrative controls that ensure ongoing policy compliance.
- Ensure that all projects, initiatives, and support activities follow information security, privacy, and business continuity/disaster recovery standards, applying secure-by-design and defense-in-depth principles aligned with NIST and CIS Critical Security Controls.
- Provide regular and updated documentation on network design, including configuration baselines, change-management records, disaster recovery and incident-response runbooks, and technical support history.
- Responsible for identifying and meeting training and security-awareness needs of employees and students in the responsible use of network, cloud, and collaboration services.
- Coordinates, directs and works with other employees assigned to campus computing and simulation responsibilities as well as public works employees and outside contractors engaged in the installation of network infrastructure.
- Serves as a liaison for MMA with network and telecommunication vendors, operating companies and other external bodies involved in these service areas.
- Ensures development of and adherence to Academy standards in all areas of network and telecommunication services.
- Responsible for direction, mentorship, and supervision of regular academy and student employees, fostering professional development in current networking, cloud, and cybersecurity practices.
- Acts as technical liaison to the Training Ship State of Maine in a management capacity, including support for shipboard IT, satellite connectivity, and maritime cybersecurity in alignment with USCG and TOTE guidance.
- Maintains accurate, current network diagrams, structured-cabling records, and IT asset inventories, leveraging automation and source-controlled documentation where practical.
- Recommends, prepares, and manages budgetary oversight for network hardware, software, and SaaS/cloud subscriptions, including evaluation of total cost of ownership and modernization roadmaps.
- Responsible for campus telephony, cable, and IPTV/digital signage systems.

- Responsible for the residential network and associated infrastructure, including high-density Wi-Fi, gaming device onboarding, content filtering where appropriate, and self-service support tools that meet modern student expectations.
- Establishes and maintains cooperative working relationships with faculty and staff in the College, academic and non-academic unit heads, students, alumni, government and private agencies, and the public to ensure that established goals are met and problems are resolved.

The statements above reflect the general details considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements that may be inherent in the position.

SKILLS

- Knowledge of network, cybersecurity, cloud, and unified communication resources, services, and applications appropriate for a college environment
- Ability to envision and implement modern, exemplary applications of information technology including cloud, automation, and Zero Trust security to support network and telecommunication operations
- Knowledge of the acquisition, installation, maintenance, and management of networking, telecommunications, cloud, and computing equipment, including lifecycle management and vendor risk assessment
- Knowledge of current networking, cybersecurity, and cloud trends, including SD-WAN/SASE, Zero Trust, Wi-Fi 6E/7, IPv6, AI-driven network operations (AIOps), and research/education networking.
- Commitment to service
- Collaborative and cooperative approach to leadership and management
- Managerial, organizational, analytic, and problem-solving skills
- Initiative, creativity, and motivation skills
- Speaking, listening, writing, and interpersonal skills
- Ability to deal effectively with a wide range of vendors, service providers, and regulatory agencies
- Ability to facilitate productive meetings and work successfully in a team-oriented environment
- Ability to exercise sound judgment in complex situations
- Ability to maintain composure in stressful situations.

QUALIFICATIONS

- Bachelor's degree in a computing-related field (Computer Science, MIS, CIS, Information Technology, Cybersecurity, or related) highly desired. Industry certifications such as CCNA/CCNP, CompTIA Network+/Security+, Microsoft, Cisco/Meraki, Aruba, Fortinet, AWS, or Azure are preferred.
- 3+ years' experience working with network and server systems in an educational setting, preferably in an institution of higher education
- 5+ years of experience in enterprise-level IT operations, network engineering, and security support.

- 3+ years of supervisory experience leading a team of technicians or engineers in a hybrid on-premises and cloud environment.
- Experience with disaster recovery, resiliency planning, business-continuity testing, and the design of highly available, geographically diverse, and cloud-integrated solutions
- Experience with current Windows Server and client operating systems, Microsoft 365 / Exchange Online, Active Directory and Microsoft Entra ID (Azure AD), Group Policy/Intune, and enterprise networking and wireless platforms.
- Experience with and good working knowledge of identity domains and federation, network segmentation/micro-segmentation, identity and access management, MFA/conditional access, backups and immutable recovery, group/security policies, common network protocols (TCP/IP, DHCP, DNS, BGP, OSPF, 802.1X), endpoint imaging/MDM, QoS, and next-generation firewalls.
- Experience with current server operating systems and virtualization platforms, and network experience with VLANs, spanning tree, IP routing protocols, IPv4/IPv6, and software-defined networking (SD-WAN/SD-Access) required.
- Excellent communication skills, both verbal and written, with strong technical, analytical, and problem-solving skills.
- Exceptional organizational skills.
- Ability to work well with people of varied backgrounds and talents.
- Demonstrated understanding of excellent customer service.

Maine Maritime Academy Position Factor Evaluation			
	Job Title: Network Manager	Job Code:	
	Wage Grade: 27	Total Points: 572	
	Factor	Degree	Points
1	Knowledge and Skill	8	288
2	Effort		
	A. Mental and Visual Effort	5	40
	B. Physical Effort	3	30
3	Responsibility for Cost Control	6	48
4	Responsibility for Others		
	A. Injury to Others	2	16
	B. Supervisory Responsibility	4	32
	C. Sensitive Information and Records	5	40
5	Working Conditions	3	30
6	Responsibility for External and Internal Relations	6	48
	Date of last reclassification: 2026-08		