



Network and Telecommunications Administrator

Location: Erie

Reports To: Assistant Vice President of Technology

Full/Part Time: Full time

Classification: Administrative

Closes: *Open Until Filled*

SUMMARY

As a Network & Telecommunications Administrator at Mercyhurst, you will play a crucial role in maintaining, managing, and optimizing our campus-wide network and telecommunications infrastructure. You will ensure seamless connectivity for faculty, staff, and students across multiple buildings and locations, supporting the institution's academic and administrative functions.

DUTIES AND RESPONSIBILITIES

1. **Network Maintenance and Monitoring:**
 - Monitor network performance and ensure uptime and reliability.
 - Proactively identify and resolve network issues to minimize downtime.
 - Conduct regular network health checks and implement upgrades as needed.
2. **Network Security:**
 - Implement and maintain network security protocols, including firewalls and intrusion detection systems.
 - Monitor network traffic for unauthorized or suspicious activity.
 - Respond to security incidents and implement necessary measures to mitigate risks.
3. **Network Infrastructure Management:**
 - Manage network hardware such as switches, access points, controllers, and wiring.
 - Configure and optimize network devices for maximum efficiency and performance.
 - Plan and execute network expansion projects as per university requirements.
 - Coordinate, plan, and execute projects with university departments that require network and telecommunications including wiring, IP addresses, networking equipment, phones, etc.
4. **Telecommunications System Administration:**
 - Manage and administer the university's VoIP systems, including PBX (Private Branch Exchange) and IP telephony solutions.
 - Configure and maintain VoIP servers, gateways, phones, and related hardware.

- Monitor system performance and ensure high availability and quality of service.
- 5. **User Support and Training:**
 - Provide technical support to faculty, staff, and students regarding network connectivity and related issues.
 - Provide technical support to staff and faculty regarding phone configuration, voicemail, and related telecommunications issues.
- 6. **Documentation and Compliance:**
 - Maintain comprehensive network and telecommunications documentation, including network diagrams, configurations, and procedures.
 - Ensure compliance with university policies, procedures, and regulatory requirements related to network and telecom operations and security.
- 7. **Collaboration and Communication:**
 - Collaborate with our MSP VNET on networking and telecommunications projects and issues.
 - Collaborate with other members of the IT Department such as the systems administrator and helpdesk support, to resolve integrated issues.
 - Communicate effectively with faculty, staff, and students regarding telecommunications and network status, projects, and maintenance schedules.

QUALIFICATIONS:

- **Required Qualifications:**
 - Bachelor's degree in computer science, Information Technology, or a related field (or equivalent experience).
 - Strong knowledge of network protocols (e.g., TCP/IP, DNS, DHCP, VLANs).
 - Proven experience as a network administrator or in a similar role.
 - In-depth knowledge of network protocols, routing, switching, and VoIP.
 - Experience with network security practices and tools.
 - Strong analytical and problem-solving skills.
 - Excellent communication and interpersonal skills.
- **Preferred Qualifications:**
 - Experience with:
 - HP switch management & configuration,
 - Ruckus Virtual SmartZone management, wireless AP configuration & troubleshooting, and CloudPath network access control solution.
 - Sonicwall firewall management & troubleshooting
 - 3CX VoIP phone systems and related hardware.
 - Familiarity with virtualization and cloud networking technologies.
 - Experience working in an educational or academic environment.

WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use their hands. The employee is frequently required to walk; reach with hands and arms and talk or hear. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must

regularly lift and /or move up to 10 pounds and occasionally lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

APPLICATION PROCESS:

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

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Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States.