BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Technical Systems Manager

DEPARTMENT: Information Technology

FUNCTION: The Technical Systems Manager is responsible for providing technical leadership and support of college server infrastructure and administration. The Technical Systems Manager is part of the Network Services team that is responsible for Network and Server Operations at Bergen Community College’s main Paramus NJ campuses and two satellite school locations.

REPORTS TO: Managing Director of Networks and Infrastructure

SUPERVISES: System Administration Staff and SharePoint/SQL Administrator

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Provide technical leadership in the design, development, implementation and support of integrated technical solutions for approved application designs using standard methodologies.
2. Provide direction and management oversight to the server infrastructure and administration team.
3. Analyze and forecast technological needs and recommend system and network development and enhancements.
4. Work directly with the technology infrastructure equipment, when needed, to ensure the highest levels of availability.
5. Develop, document and maintain documenting standards to ensure a consistent approach is followed when configuring and maintaining network system software and devices.
6. Stay current with technical advances in hardware and software equipment, procedures, and methodologies.
7. Coordinate problem determination and problem resolution for complex systems or environments and supports fixes, changes, upgrades and related functions as needed.
8. Demonstrate a strong understanding and hands-on experience with file and application server management, virtual computing and physical infrastructure support.
9. Participate and manage multiple IT projects at the same time, large and small.
10. Participate in monthly after-hours infrastructure maintenance windows.
11. Respond to critical support issues outside of work hours as needed.
12. Provide knowledge transfer to other IT team members.
13. Acts as performance manager for all direct reports including managing day to day
performance, producing and communicating written performance evaluations, approving requested time off, and other points of compliance with HR rules, regulations and unit collective bargaining agreements.

14. Subject to senior management review and final board approval, has the responsibility, power and authority to hire, fire, discipline and promote full and part-time employees.

15. Performs additional tasks or duties as assigned by the Managing Director of Networks and Infrastructure or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Ability to work collaboratively within budget and time constraints. Excellent project management and planning skills to ensure appropriate scheduling of resources. Strong organizational, analytical and problem-solving skills. Ability to evaluate situations, make recommendations and take prompt, effective corrective action. Strong interpersonal communication skills and the ability to maintain effective working relationships with co-workers, vendors and public. Excellent communication skills both internal and external to the IT department. Ability to mentor, coach and foster a progressive and collaborative team environment. Experience managing System Administrators. Demonstrate familiarity with best practices. Experience in vendor negotiations, Higher Education experience. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor’s Degree (B.A/B.S.) or equivalent from a four year college or university. Certifications preferred: Microsoft Certified Systems Engineer (MCSE), VMware Certified Professional (VCP), and Microsoft Certified Database Administrator (MCDBA).

Experience: 5 plus years of related experience and/or training; or equivalent combination of education and experience. At least 5+ years’ experience within the Microsoft server stack including: Active Directory, Exchange 2010, SQL 2008, and SharePoint 2010. At least 2+ years’ managing systems administration staff. At least 2+ years working with 100+ high availability servers.

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.
THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE