



Job Bulletin E28 – 12/13

Network/Server Administrator

Classification: Information Technology Consultant – Career Level

Time base – Full Time

Application Deadline: Wednesday, February 20, 2013

ABOUT THE CALIFORNIA MARITIME ACADEMY:

The California Maritime Academy is a specialized campus of the California State University (CSU) system serving a student population of approximately 950. The campus, situated on the shore of the Carquinez Strait 30 miles northeast of San Francisco, currently offers baccalaureate degrees in Mechanical Engineering, Facilities Engineering Technology, Marine Engineering Technology, Marine Transportation, Global and Maritime Studies, and Business Administration. A Master of Science degree in three areas of Transportation and Engineering Management is offered.

MAJOR RESPONSIBILITIES:

Network Support: Install and maintain network infrastructure and develop best practices for network management lifecycle including planning, installation, configuration, security, testing, deployment and backups. Work activities include:

- Implement network upgrades and required CSU network-related modifications.
- Install and test switches, firewalls, routers and wireless devices.
- Support the specification, installation, configuration and maintenance of network connectivity devices and services for optimum uptime and service levels. Provide support with resolving Network Operations Center (NOC) trouble tickets.
- Monitor networks and connectivity to the Internet and strive for optimum network performance.

Server Support: Install server hardware and software platforms and develop best practices for server management lifecycle including planning, installation, configuration, security, testing, deployment and backups in production. Work activities include:

- Develop and execute automated deployment technologies for installation of server operating systems, server roles and services as well as server updates.
- Plan, design and deploy services to build and maintain a Microsoft domain environment including LDAP/Active Directory, DDNS, Group Policy, WINS, DHCP and related domain services.
- Deploy and maintain server configuration and monitoring services as part of a proactive approach to server and system maintenance.
- Responsible for all aspects of supporting, maintaining and backing up servers and critical systems, including DNS servers, Exchange, SAN, HP-AUX systems and the One Card system.
- Install, maintain, and monitor servers, operating systems and related subsystems.
- Assist technicians with resolution of hardware/software/connectivity issues including PeopleSoft connectivity.
- Monitor various Help Desk performance parameters and is the escalation point for problem tickets when necessary.

Documentation and Design: Create clear, accurate documents that depict the existing and new server and network infrastructures. Work with IT Manager and team to design best practice network and server infrastructures.

- Develop and establish consistent processes, procedures and detailed documentation for system and functional testing, change management, review and approval, as well as deployment plans as required by client, CSU and campus-wide projects.
- Provide status reports, metrics and project plans for education on the direction, progress, and status of current projects.
- Remain compliant with federal, state, CSU and University policies as related to all functions of IT department, including enforcement of software copyrights. Assure proper installation and registration of hardware and software with respective manufacturers and publishers.
- Proactively pursue new technologies that can benefit the University by providing operational cost savings, increased efficiency, enhanced communication, etc.

User Services Support: Provide consultative support and services to the user community to ensure problem resolution, system/data access and optimal system performance. Work activities include:

- Provide telephone, email, and or in-person support.
- Install, configure, and modify server based applications and other systems.
- Develop and maintain expertise with the hardware platforms and software applications supported by CSU Maritime.

SPECIAL REQUIREMENTS:

The finalist will be required to successfully complete a background investigation. Incumbent may be required to provide IT support for up to two months on the annual training cruise aboard the Training Ship Golden Bear. Incumbent will be subject to an annual cruise physical and drug screening prior to participation. The incumbent must also have or be able to obtain, a U.S. Passport to participate in the training cruise.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

MINIMUM QUALIFICATIONS:

- Associate's degree in Information Systems, Business Administration, Computer Science, or a related field required. Bachelors' degree preferred.
- Minimum 3-5 yrs. experience with installing, maintaining, and supporting network equipment, servers, and operating systems.
- Knowledgeable in a variety of current and emerging network, server (including server virtualization) and security technologies (such as security profiles, Kerberos, Radius and penetration testing). Remains up to date on communication technologies used for ship to shore data communications.
- Strong working knowledge of network protocols and operating systems (including Windows, UNIX and Macintosh), storage solutions, communications and interfaces between hardware and software.
- Ability to adapt to a changing work environment and work under pressure and ability to speak and write effectively and communicate with all levels of the organization.
- Demonstrated ability to work with vendors and oversee consultant work.
- Knowledge of help desk operations and user community needs.

DESIRABLE QUALIFICATIONS:

- Expert hands on knowledge of Routers, Switches (Alcatel/Lucent, Cisco, layer 3, core), servers (Windows, Linux, Unix), VPN, cabling, security systems (IDS/IPS, IP Cameras, SAN Video Storage), wireless networks (Aruba, Cisco), and wireless hardware (controllers, AP's). Expert level experience with routing protocols (EIGRP, OSPF, BGP).
- Expert Active Directory Administration and knowledge of AD related support applications (like MOM, SCCM, etc.).
- Expert experience with VMWare (ESX), SAN, NAS, Fiber Channel Switches, and related protocols (FC/IP, iSCSI, etc.).
- Strong experience with VoIP systems, QoS, VoIP Applications such as Call Manager and Unity.
- Strong knowledge of Firewalls (Juniper, Netscreen, ASA, DMZ's, Security Zones, FWSM), backup systems, backup hardware, and backup to the cloud.
- Expert knowledge of circuits and connectivity (Fiber, Dark Fiber, Telcom Circuits, Microwave, etc.).
- Experience using packet sniffers and other networks to analyze network issues.
- Configuration experience with Radius and TACACS servers.
- Exchange 2003, 2007 or 2010 administration experience.
- Experience with network monitoring, penetration testing and help desk management applications.
- Ability to document complex network environments and potential solutions in Visio and MS Office products.
- Preferred Certifications Include: CCNP, CCNA, MCSM, MCSE, MCTS, ITIL, CISSP, Network+, and A+.

SALARY: \$4314 - \$8831 per month. Salary budgeted at up to \$6750 per month (commensurate with experience).

APPLICATION PROCESS: Interested parties must submit the Cal Maritime Employment Application, cover letter and current resume. Apply on-line at <http://www.csum.edu/web/hr/careers>. Based upon a review of applications and accompanying documents, only those persons whose qualifications best match job requirements will be interviewed. Applicants selected for an interview will be notified of interview appointments by telephone.

BENEFITS: The California Maritime Academy offers a broad range of benefits for qualifying positions including medical, dental, vision, life and disability insurances, retirement (CalPERS), fee waiver, vacation and sick leave.

ELIGIBILITY TO WORK: Applicants must provide proof of U.S. citizenship or authorization to work in the United States within three days of the date of hire.

The California Maritime Academy is committed to a diverse work force and is an equal opportunity employer.