



Trinity Valley Community College

Job Description

VC/LAN (Network) Analyst

COMMITMENT TO MISSION

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

PRIMARY PURPOSE:

Under the guidance of the Director of Network Support Services, set up, schedule and monitor video conference resources and maintain related equipment at TVCC. The employee will troubleshoot network connectivity, repair computers and assist with the implementation of additional services as needed at TVCC.

REPORTS TO:

Director of Network Support Services

SUPERVISES:

None

EDUCATION AND EXPERIENCE QUALIFICATIONS:

EDUCATION REQUIRED:

Associate degree, certificate or related experience in a large network environment.

Preferred:

Bachelor's degree

EXPERIENCE REQUIRED:

One (1) year of experience installing, configuring, repairing and implementing devices in a large scale networked environment and experience scheduling and maintaining video conferences or related equipment required.

OTHER LICENSES OR CERTIFICATIONS:

None required but A+, Network+, CCNA, MCSE or equivalent preferred.

The employee should have a good understanding of TCP/IP communications and other related networking technologies including wireless, VLANs, and basic network security. The employee must have a general understanding of Microsoft Networking including Microsoft File and Print Sharing, Microsoft Office Software Suites, popular web browsers (i.e. Chrome, Internet Explorer), Adobe Acrobat, and Antivirus, Spam and Spyware software suites.

KNOWLEDGE AND SKILLS REQUIRED:

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|--|--------------------------------------|
| • Typing/Data Entry | • Basic Math |
| • Computer software proficiency – Microsoft Office | • Leadership/ Management |
| • Operating equipment – office or otherwise | • Attention to detail |
| • Written and oral communication | • Time management |
| • Interpersonal and/or customer service skills | • Organization |
| | • Operational Systems and procedures |

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.

RESPONSIBILITIES:

- Setup and maintain video conferences and ITV for TVCC and partner organizations.
- Troubleshoot and support related video conference equipment and technology including control panels, codecs and MCUs.

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- Install, troubleshoot and maintain network connections including, but not limited to, Category 5E/6 wiring, fiber, wireless, network adapters and related equipment in a networked environment.
- Install, maintain and configure computers and other devices in a networked environment.
- Troubleshoot issues associated with computers and other devices including hardware, software and peripherals.
- Install, maintain and configure network devices including but not limited to printers, scanners and other IoT devices.
- Install and maintain software required by TVCC clients.
- Assist with equipment installation, preventive maintenance, equipment upgrade and modification activities.
Assist with the maintenance and inventory of computers and devices within the IT Department for all TVCC campuses and remote offices.
- Assist in the maintenance of user accounts on the TVCC domain including but not limited to adding, renaming, resetting locked accounts, assigning group membership, assigning user rights to network and domain resources in accordance with administrative procedures.
- Assist staff, faculty, and students in resolving technology issues in accordance to administrative procedures.
- Provide service desk support for clients including students, employees and guests.
- May be required to work irregular hours for service desk and video conference support as assigned by the Director of Network Support Services.
- Manage Surveillance Camera System including licensing, installation, acquisition
- Other duties as assigned by appropriate supervisory personnel.
- Maintains confidentiality of information.
- Work assigned schedule and comply with timekeeping policy.

WORKING CONDITIONS:

TOOLS/EQUIPMENT USED:

- | | |
|-------------------------------------|------------------------------|
| • Standard office equipment | • Hand Saws |
| • Personal computer and peripherals | • Power Tools |
| • Calculator | • Drills |
| • Multi-line phone system | • Jacks |
| • Copier | • Lift Equipment |
| • Light Van | • Video Monitoring Equipment |
| • Seat Belts | • Instructional Equipment |
| • Cellular Phone | • Fax machine |
| • Ladder | |

PHYSICAL DEMANDS:

- Requires: Stooping, Kneeling, Crouching, Reaching, Standing, Walking, Lifting, Finger dexterity, Grasping, Talking, Hearing, Seeing, Repetitive Motions, Sedentary Work to Light Work, Computer Work
- Subject to: Climbing, Balancing, Crawling, Pushing, Pulling, Feeling
- May need: Medium Work
- Occasionally need to: Heavy Work

MENTAL DEMANDS:

- Hazardous Physical Conditions: More than 50% of the time
- Atmospheric Conditions: 25-50% of the time
- Hazardous Materials: Less than 25% of the time

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- Extreme Temperatures: Less than 25% of the time
- Inadequate Lighting: Less than 25% of the time
- Work Space Restricts Movement: 25-50% of the time
- Emotional control: Less than 25% of the time
- Frequent interruptions: Less than 25% of the time

OTHER DEMANDS:

None

The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Approved: 7/18/01

Revised: 10/13/2021

Classification:	Technology-Staff	Coordinating/Non-Coordinating:	NC
FLSA Status:	Exempt	TVCC Job Code:	1729
DBM:	B	Travel Required:	None
IPEDS/SOC CODE:	15-1152	Employment Status:	Full-Time
Salary Range:	190	Length:	12 Months
FUND:	001	TRS POS. CODE	TRS 01

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