POSITION X2434  IT Administrator

LOCATION  The University of Tennessee, Institute of Agriculture, Extension, Eastern Region Office, Knoxville, TN

EFFECTIVE DATE  05/01/2024. Screening of applicants’ credentials will begin immediately.

SALARY AND BENEFITS
Salary is commensurate with training and experience. Benefits include group hospitalization and life insurance; State Employees Retirement; Workers’ Compensation; sick and annual leave; numerous University of Tennessee and state benefit programs, including liberal time off for holidays, and longevity pay after three years of service; reimbursement for official travel.

JOB DESCRIPTION
This position’s purpose is to serve the Institute of Agriculture Extension and AgResearch organizations through the design, development, testing, maintenance, installation, documentation, and administration of network infrastructure region wide. This position also handles Tier 2 and above desktop support issues by assessing and analyzing complex problems and developing solutions that can be implemented across the organization.

Operate as the on-site expert for all support issues in the Extension Eastern Region, including County Extension Offices, AgResearch Centers, 4-H Camps, and Regional Extension offices. It also develops documentation and provides training to other IT staff regarding network and remote access systems.

RESPONSIBILITIES

• Provide leadership and subject matter expertise for management of the region network infrastructure.
• Develop, maintain and add to support documentation. Administer and maintain systems to centrally manage VPN appliances, switches, and wireless access points at UTIA locations, including County Extension Offices, AgResearch Centers, 4-H Camps, and Regional Extension offices.
• Provide Tier 2 and above endpoint technical support to Extension and AgResearch offices. Assist users to access, analyze and solve complex technical problems by performing onsite and remote testing. Operate as the on-site expert for all support issues in the Extension Eastern region, including County Extension Offices, AgResearch Centers, 4-H Camps, and Regional Extension offices. Work with internal and external support personnel to resolve problems and repair equipment and IT infrastructure.
• The IT Administrator will research, analyze, design, and recommend cost-effective technology solutions, improvements, and upgrades for new and existing systems.
• The position will also research, analyze, and develop a plan to deliver IT training to Institute employees, leveraging both technical and staff resources internal and external to the Institute.
• Remain current in all areas of expertise by attending trainings and seminars, both in person and online.
• Provide leadership for a program of activities that meets the needs of all eligible clientele regardless of race, color, national origin, sex, age, disability, religion or veteran status.

QUALIFICATIONS

Required:

• Vocational or Technical certificate in IT support, IT network support or related field with a minimum of 4 years of experience in network or desktop support.
• The candidate should be well-versed in Windows environments that are medium-large in size.
• In-depth knowledge of TCP/IP and network infrastructure concepts.
• Ability to create and follow system documentation including standard operating procedures, and routine status reports and, testing and system implementation.
• The ability to work independently and as a team member. Excellent written and oral communication skills. Project management and leadership skills. Ability to work independently and within a team environment.

Preferred:

• 2 years of experience managing network infrastructure including routers, switches, and VPN appliances.
• 2 years of experience establishing a desktop and laptop remote managed environment.
• A bachelor’s degree in information technology, information systems, or related field.

TO APPLY:

Requirements

Submit a complete application packet which includes a 1) letter of interest, 2) a resume or curriculum vitae, 3) and official or unofficial transcripts showing degree(s) conferred.

Please apply online by clicking this link: External Applicants Internal Applicants

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