

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.

All qualified applicants will receive equal consideration for employment and admissions without regard to race, color, religion, sex, marital status, parental status, sexual orientation, gender identity, national origin, disability, age, genetic information, veteran status, or any other characteristic protected by federal or state law. Eligibility and other terms and conditions of employment benefits at The University of Tennessee are governed by laws and regulations of the State of Tennessee, and this non-discrimination statement is intended to be consistent with those laws and regulations. In accordance with the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, The University of Tennessee affirmatively states that it does not discriminate on the basis of race, sex, or disability in its education programs and activities, and this policy extends to employment by the University. Inquiries and charges of violation of Title VI (race, color, national origin), Title IX (sex), Section 504 (disability), ADA (disability), Age Discrimination in Employment Act (age), sexual orientation, or veteran status should be directed to the Office of Equity and Diversity (OED), 1840 McHose Avenue, Knoxville, TN 37996-3560, telephone 865-974-2498 (VTTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the Office of Equity and Diversity.

- 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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