



## Systems Specialist II

Job Order 601830  
April 25, 2018

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**Department:** IIT/Infrastructure Services  
**FLSA Status:** Non-Exempt  
**Union Code:** ESS  
**Salary Grade:** E

**Reports To:** IIT Technical Director  
**Amount of Travel Required:** Occasional  
**Positions Supervised:** None

**LOCATION:** Green Bay Campus

**STANDARD HOURS:** 40 hours a week; Typical hours Monday through Friday 8:30 a.m. to 5:30 p.m. with flexibility required to work other hours as necessary.

**MINIMUM STARTING RATE OF PAY:** \$26.99 per hour

*\*Current benefit eligible employees will be placed within the pay range based on their current rate/range.*

**Required online application available on website: [www.nwtc.edu/jobs](http://www.nwtc.edu/jobs)**

**Location:** Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

***The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.***

### POSITION SUMMARY

Serve as liaison between the faculty, staff and students of the College of Business through cross-functional team participation to ensure the College of Business instructional needs are met. Lead person for installing, configuring, maintaining, upgrading, and supporting the systems within the College of Business in partnership with the IIT Infrastructure Services Systems Engineer, IIT Infrastructure Services team members, and IIT Client Services team members.

### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

#### Essential Functions Statement(s)

- Assist with installing, configuring, maintaining, upgrading, and supporting IIT systems with a primary focus on the College of Business.
- Assist with developing standards and maintaining technical documentation.
- Provide input to the development of the College of Business budget. Research, specify, coordinate technology capital purchases and work with outside vendors to purchase/obtain quotes. Recommend hardware/software to ensure instructional needs are met; interact with faculty when making recommendations.

- Maintain current with technologies, trends and best practices.
- Set up equipment in the specialized hardware and network labs as needed by faculty.
- Collaborate with other IIT technical teams to provide reliable integration of technology at NWTC.
- Assist with managing the enterprise backup environment including data retention and system restores.
- Assist with administrating Microsoft Active Directory including group policy management, user provision and security, LDAP integration for third-party applications, and troubleshooting.
- Provide Microsoft SQL support to College of Business instructors.

**POSITION QUALIFICATIONS**

**Competency Statement(s)**

- Values - Demonstrate behaviors and action that support the College’s values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- Autonomy – Ability to work independently with minimal supervision.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Detail Oriented – Ability to pay attention to the details of a project or task.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Self-Motivated – Ability to internally inspire to perform a task to the best of one’s ability using his or her own drive and initiative.
- Technical Aptitude – Ability to comprehend complex technical topics and specialized information
- Time Management – Ability to utilize the available time to organize and complete work within given deadlines.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

**SKILLS & ABILITIES**

**Education:** Associate Degree in IT Systems Administration or related degree.

**Experience:** Minimum three years related experience.

*\*\*An equivalent combination of education and experience may be considered.*

**Computer Skills**

Knowledge of hardware and operating system design, configuration, installation, and support is required. Knowledge in any areas of VMware, vSphere and equivalent virtual environment; Microsoft Active Directory, Microsoft Windows (client and server OS), Apple OSX, Linux, Microsoft SQL server, Microsoft Azure, Microsoft Exchange, SAN systems, web servers, Cisco servers, networking and equipment; Apple computers in a network environment with SAN connectivity, Sophos Firewall, systems management tools, and data center management is a plus.

**Certificates and Licenses**

Apple Certification, Microsoft MCP, MCITP or VMware VCP is preferred but not required.

**Other Requirements**

Must be accessible during off-hours to address urgent issues. Must hold a valid driver’s license and be insurable under the District’s standard insurance policy terms.

**PHYSICAL DEMANDS**

**Physical Demands**

Stand	O (Occasionally)	<b>Lift/Carry</b>	
Walk	F (Frequently)	10 lbs or less	F (Frequently)
Sit	O (Occasionally)	11-20 lbs	F (Frequently)

Handling / Fingering	C (Constantly)	21-50 lbs	F (Frequently)
Reach Outward	O (Occasionally)	51-100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Climb	N (Not Applicable)	<b>Push/Pull</b>	
Crawl	O (Occasionally)	12 lbs or less	F (Frequently)
Squat or Kneel	O (Occasionally)	13-25 lbs	F (Frequently)
Bend	O (Occasionally)	26-40 lbs	F (Frequently)
		41-100 lbs	N (Not Applicable)

**N (Not Applicable)**

Activity is not applicable to this occupation.

**O (Occasionally)**

Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)**

Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)**

Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.