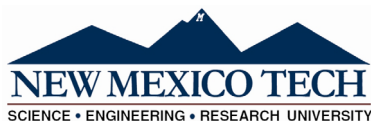


Posted: September 30, 2024



POSITION ANNOUNCEMENT

TITLE: CLIENT SERVICES SUPERVISOR

DEPT: ITC

REG

TEMP

FULL TIME

PART TIME

STARTING RATE or SALARY RANGE \$60,320 - \$76,305

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.

INTERNAL POSTING THROUGH: October 9, 2024*

CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB SUMMARY:

Installs and maintains the campus data network equipment, include Firewalls, IDS/IPS, Traffic/Bandwidth Shapers, Routers, and various other Layer2/3 devices. In addition will be responsible for support network application servers located at New Mexico Tech, remote sites or in the collocation areas. This support includes specification, design, and implementation of software, hardware, backups, and security. Designs, installs, configures, manages, and maintains all types of network attached devices such as printers, security devices, IP telephones, control devices, PCs, storage devices, firewalls, intrusion prevention devices, and various types of servers. Designs, installs, configures, manages Wireless Networking Infrastructure. This position is responsible for providing support to users on the network for software, hardware, security and various network services/devices such as printers, scanners, IP telephones, VPN storage, email, etc. Works with senior level administrator to provide technical support in the areas of hardware and software installation and the configuration and maintenance of Windows based systems as well as Unix based systems. Install and manage Unix based and Windows servers. Support a large base of diverse client PC configurations, including installation, configuration and user support including user accounts. Works with security staff to operate a secure environment. Supervise technical staff. Other duties as assigned.

JOBS FUNCTIONS:

Configure and maintain Network Support Infrastructure. Including, but not limited to: Firewalls, IDS/IPS, Traffic/Bandwidth shaping, Wireless, Routers and switches.

Documentation and Billing.

Server update, and management. Including but not limited to: Windows/Linux/other Server, turnkey and other integrated devices, work with end stations.

Monitors network activity to determine and address capacity issues, security threats, and outages.

Work on independent IT projects.

Install and test network device software and hardware, including, but not limited to: IP Phones, Network Cameras, Security Devices, Sensors, etc.

Supervise support staff and students.

REQUIRED QUALIFICATIONS:

Associate's degree or completion of program 18+ months after high school in Information Technology, Computer Science, or related discipline and at least two years performing tasks related to the job requirements. Appropriate work experience may be substituted for some educational requirements. 2 years of experience with network hardware and software installation, and problem resolution. Experience with LINUX/UNIX-based clients and servers. Able to obtain and maintain CJIS certification. Be able to climb ladders and access roof top mounted equipment. Valid New Mexico Drivers License.

DESIRED QUALIFICATIONS:

Bachelor's Degree in Information Technology, Computer Science, or related discipline. Appropriate work experience may be substituted for some educational requirements. Experience in the installation & maintenance of Windows 2016 (or later) servers. Knowledge of basic UNIX and Windows scripted/automation and utilities. Experience with Windows Clients (Win10, or later)

LIFTING REQUIREMENTS:

(f)requently, (o)ccasionally, or (s)eldom

0 - 15 pounds	F
15 - 30 pounds	F
30 - 50 pounds	O
50 - 100 pounds	S
100 + pounds	S

PHYSICAL DEMANDS:

Standing 25%	Sitting 25%	Walking 15%	Pulling 5%
Pushing	Lifting 5%	Stooping 5%	Kneeling
Crawling	Climbing 10%	Reaching 10%	Other

Apply to: nmtjobapps@npe.nmt.edu