

TITLE: Technical Consultant III (Network)
SUPERVISOR: Senior Infrastructure Engineer

MAIN FUNCTION

Under minimal supervision, the Technical Consultant provides indirect support to the Washington College community, delivering technical support to Infrastructure Networking and Systems. The consultant is responsible for providing a variety of support services (consulting, programming and system access) via the Washington College network and systems servers. Acts as a liaison between OIT Networking and the Computer Sciences “sandbox” practice network facility.

DUTIES AND RESPONSIBILITIES

Consult with the Sr. Systems Engineer and Sr. Infrastructure Engineer to assist with systems and network related tasks. Assist in the creation and/or revision of Washington College publications and documentation on network and systems related topics. May have access to confidential data on server systems. Confidentiality of data must be maintained. Perform other related duties as assigned.

DIRECTION RECEIVED

Minimal supervision by managerial staff.

KNOWLEDGE/EXPERIENCE REQUIREMENTS

Completed course work in information technology related field (computer science) preferred. Excellent oral and written communication skills. Strong interpersonal and organizational skills. Capable of gaining and applying knowledge of a range of Washington College supported hardware (Windows personal computers, Apple Macintosh, Linux operating systems, and a variety of peripherals); software (word processing, database management, spreadsheets, programming languages, editors, communications, documentation) required. Specific, in-depth knowledge of one supported operating system (Linux) required. Service oriented, independent, adaptable, optimistic, highly motivated, cooperative. Required to sign confidentiality agreement.

CONTACTS

Daily contact with a large internal Washington College technical support staff. Occasional contact with vendors and other external groups.

WORKING CONDITIONS

Normal work desk located in the Engineering office space, personal computers, and documentation libraries. Fast paced with emphasis on quality. Some time spent in typical open office environment with individual workstation, phone, and storage.

PHYSICAL DEMANDS

General: frequent use of VDT displays and other electronic devices.