

INFORMATION TECHNOLOGY NETWORK ADMINISTRATOR

*Class specifications are intended to a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under general supervision of the Technology Director, plans, designs and develops the City's information technology network. Acquires, installs, implements and maintains the City's network systems including WAN/LAN development and management, securities and virus monitoring, wireless and mobile technologies design and support, server hardware and operating system updates and maintenance, and updates and support for the communications systems and servers. Organizes, documents and monitors the City's network infrastructure for reliable technology operations throughout the city.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here.

Plan, engineer and maintain the City's enterprise data, voice and video networks and systems. Design, install, maintain and upgrade all network hardware and software; including, servers, routers, switches, firewalls, phone system and equipment, voicemail, and equipment; Provide advanced level support and technical expertise in networking technology.

Administer the operation of all LAN/WAN-related network services according to industry standards and security best practices.

Assume responsibility for administering the City's central VoIP system, voicemail and related telecommunication and internet services of the City; maintain system databases; establish and configure user accounts and work with vendor on outsourced support and service related issues;

Monitor and evaluate network and system performance. Manage network traffic including printing, file sharing and connectivity to external agencies. Maintain secure transfer of data throughout City locations via internal and external networks. Maintain the wireless infrastructure and mobile or remote connectivity to the City's network.

Establish and maintain the backup, version-control and viral defenses of the City. Monitor and support the City's disaster recovery technology plan, implementation and testing.

Research and evaluate new technologies. Consult with Technology Department staff on identified potential new technologies or services. Develop proposals, including time, equipment and costs for implementation of new services or system upgrades.

Communicate with department staff to report and resolve software, hardware and operational problems and security violations. Communicate and recommend improvements (work flow/productivity/cost savings) with emergent technologies to Technology Director.

Work closely with external vendors and monitor and control all remote access to City systems and resources.

City of Camas

Information Technology Network Administrator (Continued)

Update technical documentation, such as client and application specific installation configurations, problem fixes, and vendor support. Maintain the City's information technology inventory and asset tag system; monitor hardware, warranty and support information, software programs and licensing compliance.

Monitor, review, schedule and communicate assigned work orders.

Provide assistance on technology projects and participates on project teams as assigned.

SECONDARY FUNCTIONS

Performs other duties as assigned that support the overall objective of the position and goals of the Department.

Communicate project design and recommendations to the Technology Department timely, coordinating and planning yearly project priorities with the team.

Provide backup for computer support including hardware and software desktop support; including installing, configuring, and repairing computers and providing support to employees across the network.

Assist in coordinating training programs, training computer end-users in using network and computer resources and in providing training on technology upgrades or new resources.

Performs other functions within the department as necessary or assigned by Director.

AUXILIARY FUNCTION STATEMENTS

Follow all safety rules and procedures established for work area

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Advanced networking technologies, Ethernet and TCP/IP, data and voice communications systems, wireless and mobile network systems and securities, image and data transmission, local area networks (LAN), VMware, Storage area networks, Hypervisor, client/server applications and internet/intranet applications.

Advanced network administration, engineering, and system monitoring, including advanced methods and techniques of troubleshooting hardware and software configurations and problems.

Advanced knowledge of network, system and securities, system oversight and management of network resources.

Working knowledge of network equipment (routers, etc.) and VoIP phone/voicemail systems.

Operational characteristics of various computer systems, databases, application development and peripheral equipment including client-server software. Maintenance and repair techniques.

Standard computer languages, relational database architecture and reporting; SQL and HTML languages and others.

Basic principles and practices of training and instruction.

City of Camas

Information Technology Network Administrator (Continued)

Modern office procedures, methods, troubleshooting and problem solving protocols.

Ability to:

Adapt to changes in work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, and timely response to priority technology network support.

Configure, install, troubleshoot, diagnose and repair hardware and software in a complex network environment, identify solutions, make and implement recommendations.

Provide back up support and maintenance for the city databases and monitor server resources.

Participate in various information technology projects and computer support activities.

Respond to after-hours network emergencies and outages timely.

Manage time and schedule activities effectively. Respond to requests and inquiries from network users and provide assistance as needed.

Operate personal computers, printers and other peripheral equipment.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality of sensitive files and materials accessed, discussed or observed.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to a Bachelor's degree in computer science or related field

Experience:

Three years of increasingly responsible experience in networking/systems design and maintenance including: experience in planning, overseeing and monitoring enterprise data, voice and video networks and systems; maintaining servers, routers, switches, firewalls, phone and voicemail systems and equipment; and providing advanced level support and technical expertise in networking technology

Equipment used:

Personal computers, network servers, LAN and WAN hardware (bridges, routers, switches, etc.), network/phone diagnostic equipment, light hand tools, and general office equipment

Computer Skills:

Advanced Windows (TCP/IP) network operating system and desktop support.

City of Camas

Information Technology Network Administrator (Continued)

Advanced understanding of TCP/IP, DNS, Active Directory, Windows Servers and administration.

Advanced firewall, VPN concepts and configuration, and understanding of VoIP telecommunications systems required.

Knowledge of Windows servers, Linux, MS SQL Server.

Advanced skills in database systems, database management, ODBC connectivity and reporting tools are preferred.

MS-SQL database administration and support preferred.

Certifications:

Professional networking certification (ie MCSE, CCNP, etc.) strongly desired. Other combinations of education, experience and other certifications and training will be considered.

Possession of an appropriate, valid Driver's License is required.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office/field environment; exposure to computer screens.

Mobility: Sitting for prolonged periods of time; extensive use of computer keyboard.

Vision: Visual acuity to read computer screens.

Other Factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.