



Job Description
Job Code: 235
Proposed Range: 23

INFORMATION TECHNOLOGY NETWORK ADMINISTRATOR

DESCRIPTION: Under direct supervision of the IT Manager, the IT Network Administrator manages and directs all aspects of the City's computer, network, and telephone operations. Recommends proper equipment to meet the City's needs. Maintains and upgrades back-up system, integrity and security of all City computer, network, and telephone operations. Manages the City's computer network servers, workstations, and portable devices including software/hardware installations, maintenance, upgrades, evaluations, and recommends ways to improve and streamline technology operations. Safeguards the City's network against destructive intrusive agents such as virus attacks and hackers. Performs technical troubleshooting to resolve computer, phone equipment, and software problems. Strong experience with city/municipal style systems as well as supporting law enforcement needs is strongly desired (i.e. Security and surveillance equipment, data storage, multiple types of communication devices, etc.).

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

- Maintains confidentiality and security with regard to data access
- Keeps pace with IT technology trends through training, periodicals and experimentation in a test environment
- Maintains compliance with project management methodology and process
- Works directly with clients and vendors on complex issues providing quality customer service
- Acts as the project manager as required on larger projects
- May act as manager in the absence of the IT Manager
- Ensures network configuration backup routines are run to successful completion and up-to-date
- Perform the analysis, diagnose and resolution of network hardware, wireless and VoIP/PBX phone issues in a timely, non-disruptive manner
- Designs, implements, and conducts maintenance of complex network, wireless and VoIP/PBX infrastructure solutions to meet ongoing network growth
- Ensures the ongoing maintenance of network security and public DNS operation
- Oversees monitoring of network, wireless and VoIP/PBX infrastructures for seamless operation and responsible for resolution of issues in a timely, non-disruptive manner
- Diagnoses complex network, wireless and VoIP/PBX issues and then designs, tests and implements solutions
- Evaluates and recommends or purchases hardware, software, or services
- Establishes and maintains effective and positive working relationships with inter-agencies equal level network administrators
- Mentors other Information Technology employees in all aspects of network administration
- Ensures data backup routines are run to successful completion

Information Technology Network Administrator – (Continued)

- Performs server hardware & software updates
- Performs storage hardware installation, maintenance, support, and firmware updates
- Diagnoses and resolves server hardware and software issues
- Proactively performs the installation of system patches and updates with minimal disruption to the user community
- Ensures that Virus and SPAM protection configuration and definitions are kept up-to-date
- Diagnoses server-side hardware and software issues, develops, tests, implements, and documents resolutions
- Performs server operating system (OS) installations and advanced configuration
- Performs ongoing monitoring of the systems and data center for seamless operation and resolution of issues in a timely, non-disruptive manner
- Develops disaster recovery (DR) processes and ensures they are functioning successfully
- Periodically tests DR recovery capabilities
- Creates project management plan, tracks project progress, and updates project status
- Communicates project status to customers
- Assists with the development, refinement, and compliance of project management methodologies
- Other duties as assigned

SECURITY

- Must be able to obtain DPS Level D Terminal Operator Certification (TOC)
- Must pass background check equivalent to that performed on police officers
- Must pass polygraph
- Must pass fingerprint check

KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge of PC hardware, software and peripherals
- Experience working in a Microsoft Windows and Office environment
- Strong troubleshooting skills
- Excellent communications and interpersonal skills
- Ability to be a productive and effective team player
- Ability to work under pressure and successfully complete time-sensitive tasks
- Strong organizational skills; self-motivated and able to prioritize tasks
- Strong aptitude for attention to detail and accuracy
- Working knowledge of project management and project management methodology
- Working knowledge of enterprise level Cisco network, wireless and VoIP/PBX infrastructure
- Working knowledge of Cisco network security and implementation
- Extensive knowledge of network, wireless and VoIP/PBX principles, procedures, capabilities, and design
- Extensive knowledge of data center administration
- Working knowledge of Windows server operating systems
- Working knowledge of system management principals and techniques
- Experience in a midsize data center environment
- Working knowledge of troubleshooting procedures in a test and production environment
- Experience applying operation system patches and upgrades
- Extensive knowledge of distributed storage area networks and network attached storage
- Experience with MS Lync Server configuration and administration a plus
- Experience with Linux a plus
- Cisco certifications strongly desired
- Microsoft certifications a plus

PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

Information Technology Network Administrator – (Continued)

accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand, walk, use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl, talk, and hear. The employee must occasionally lift and/or move heavy packages and equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.

MINIMUM REQUIREMENTS: Associate of Arts degree with major course work in computer information systems, management information systems, computer science, or a related field, Bachelor's Degree preferred, and minimum of 5 years' experience in field, or any combination of experience and training that would provide the required knowledge and abilities. Must possess and maintain a valid Arizona driver's license. May be required to work other than normal business hours, including weekends and holidays.