CLASS TITLE:	**Network Administrator I**	**SALARY GRADE: 13**
DEPARTMENT:	**IT**	**FLSA STATUS: NE**
REPORTS TO:	**IT Director**	**DATE: 11/2022**

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

This position is responsible for design, implementation, day-to-day operation, and administration of all technology functions for the City. The position also supports a wide variety of technology projects, systems, hardware, software and firmware, including back office systems. Work is performed under the limited supervision of the IT Director. Supervision may be exercised over assigned personnel.

ESSENTIAL JOB FUNCTIONS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Design, implement, and maintain a network consisting of 250 desktops and 15 servers

Design, implement, and maintain network group policy in an active directory 2003 environment.

Install, configure, and maintain Symantec Backup Exec 11D to ensure backups of the City's data and servers

Lead worker for the Systems Analyst, Help Desk Analyst, and Intern by training, planning projects, and keeping to date with the industry.

Oversees trouble shooting, systems backups, archiving, and disaster recovery and provide expert support when necessary.

Oversees all help desk activities and respond to escalated help desk issues that Tier I and Tier II can't resolve.

Designing, building, and deploying and administering firewalls, routers, and switches. As well as upgrading, patching, and troubleshooting those devices.

Act as lead on major IT projects for all City departments

Install, support, and maintain new server hardware and software infrastructure while ensuring the most cost-effective and efficient use of the servers.

Trouble shoots various network issues such as TCP/IP, DNS, DHCP, WINS, RAS.

Maintain and/or configure Microsoft exchange 2003 server for Citywide email

Setup, deploy, and manage Symantec 10.0 client/server antivirus software.

Primary liaison to the I-net technical committee that intergrades our City with an existing fiber optic network that is used to share data between 20 other municipalities, state agencies, and county offices.

IMPORTANT JOB FUNCTIONS:

Advise and assist in the evaluation, selection and administration of hardware and software, including evaluating computer-related products and pricing.

Communicate with IT associates and vendors

Assist in the preparation of the City's IT budget

Baker Tilly's SAFE® System

Monitoring network usage, bandwidth, and storage space for all users

Undertake routine preventative measures that implement, maintain, and monitor network security

Setup and configure Microsoft VPNs and firewall client VPNs

Provide training and technical support for various users

Initiate and assist with the development and implementation of policies and procedures relating to employee computer usage. Oversee compliance with such policies

Document layout of information technology hardware and infrastructure in facilities and during projects.

Performs upgrades and client/server applications

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Desktop computers, printers, switches, routers, servers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's Degree from an accredited four-year college or university in Decision Information Systems, Computer Information Systems, Computer Science or a related field; and,

Considerable progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid Driver's License

Microsoft Certified System Engineer desirable

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Networking

Active Directory

Exchange Server

Systems analysis and design

Current Windows Operating Systems

Current Windows Server Systems

Backup Exec

Department organization, standard operating guidelines and policies, rules, and regulations.

Baker Tilly's SAFE® System

Skill in:

Providing excellent customer service

Communicating orally and in writing with internal staff and other departmental staff in order to give and receive information in a courteous manner.

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

Ability to establish and maintain effective working relationships with fellow employees, city officials, other government agencies, and the general public.

Ability to work independently, multitask, and coordinate and organize multiple projects.

Sensory requirements include standard vision requirements; vocal communication is required for expressing ideas by means of the spoken word; hearing is required to receive detailed information through oral communication and/or to make fine distinctions in sound. This is sedentary work requiring the exertion of up to 10 pounds of force sometimes.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbents working conditions are typically quiet.

NOTE: This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.