



NETWORK ADMINISTRATOR

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Network Administrator	Effective Date:	July 1, 2014
Working Title:	Network Administrator	Type:	Non-Represented
Department:	Finance	Supervisor:	Assistant Controller
FLSA Status:	Exempt	Supervises:	None

CLASSIFICATION SUMMARY

Under the general direction of the Assistant Controller, this classification oversees the City's information systems, including but not limited to network, security, computer hardware and software, telecommunications and other related equipment. This classification plans and directs network systems design and analysis, applications programming, project scheduling, computer operations and leads development activities for all Internet and Intranet services.

SUPERVISION

Not a supervisory position

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned and operating a motor vehicle safely and legally while on City business.

40% Network Administration

Plans and directs day-to-day network information systems functions, including installation, performance monitoring, access, security, back-ups, scheduling, inventory management and processing orders.

Plans and directs network systems design and analysis, applications programming, project scheduling and computer operations.

Leads development activities for internal and external Internet and Intranet services.

Analyzes user network problems and questions, addressing complex problems most critical to the city.

Plans and schedules installation of new products, such as overall system hardware upgrades or those that require creative network tuning, considering timing, version compatibility and other factors.

Analyzes system performance and addresses performance problems.

Evaluates costs, specifications, and organizational policies to recommend network system performance tuning.

Resolves network resource competition issues.

Solves desktop connectivity issues with the network and requests for software installations in support of the City staff both on the phone and in person.

Implements, monitors and maintains computer network security to include antivirus, data retention, and firewall and Active Directory configuration.

Attends meetings and various trainings as required.

Maintains current system documentation

40% Information Technology Administration

Assists with budget preparation.

Recommends policies, procedures, standards and protocols.

Provides expert consultation to management and other jurisdictions and, in a leadership role, conducts comprehensive analysis, planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems.

Consults with and advises management and other staff on planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems on a regular basis.

Plans and approves equipment and software purchases. Responsible for hiring contractors and vendors, cost and time estimates, feasibility studies, and design and implementation of new or modified systems and programs.

Has frequent contact with vendors to assess new technology and with contracted personnel to provide oversight, negotiate contract modifications and analyze compliance with contract specifications. Approves outsourcing arrangements as needed.

Assists with the City's cable media service to ensure coverage of Council meetings and any other program scheduling.

10% Desktop Customer Support Backup

Provides backup technical support to all City departments' operational needs, including service and preventive maintenance of all hardware and software applications.

Assembles, installs, configures, upgrades and operates new computers, printers, laptops, PDA's and all other peripheral equipment.

Solves desktop computer problems in support of the City staff both on the phone and in person.

10% Phone System Support Backup

Provides backup technical support to the City's telecommunications systems, including but not limited to, telephones and cell phones.

Coordinates phone services with City vendor, including new phones and repairs.

Troubleshoots problems that occur inside the building such as system errors and hunt groups.

Assists with EVAK telephone training.

Assists with RFP process; purchases, distributes and maintains inventory of City land phones, cell phones and pagers; and installs and programs new phones and phone equipment.

Responsible for strategic planning, considering issues such as resource utilization, acquisition planning and new technologies, disaster planning, overall phone system performance and security.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below 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 the essential functions.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools or controls; pull lines and cables; bend, stoop and reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift equipment ranging in weight from 30 – 80 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a

personal computer and various software programs, calculator, phone, copy and fax machines, and other related tools and equipment.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

Work Environment / Working Conditions

In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions, primarily while sitting at a computer terminal. Work is also performed in numerous meeting settings in offices, conference rooms and public spaces. The noise level in the work area is typical of most office environments, with telephones, personal interruptions and background noises. However, employees risk physical hazards from working with energized lines and equipment, high levels of noise and VDT radiation. Duties include contact with vendors and with employees and customers in conflict situations.

Subject to 24-hour call back for emergency conditions.

MINIMUM QUALIFICATIONS

Education & Experience

A Bachelor's degree in a computer-related field plus 3 to 5 years of Microsoft Windows server 2003/2008/2012 network administration and personal computer maintenance and installation or an equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Knowledge of:

- Microsoft Windows 2003/2008/2012 server systems.
- Microsoft Exchange 2008.
- Network protocols such as TCP/IP/RIP.
- Server Administration, Exchange Server, Netmotion and Active Directory.
- System software and hardware installation and maintenance.
- Network management.
- Electronic mail maintenance.
- State and federal laws governing public information and privacy act.
- Criminal Justice Information Services (CJIS) Standards and compliance
- Data storage back up best practice and procedures.

Skill & Ability to:

- Install and maintain servers using a variety of operating systems, networking and personal computer systems, including peripheral devices.
- Analyze problems, procedures, and data and develop solutions.
- Effectively plan and implement network strategies for optimum network efficiency.
- Develop and conduct training for system hardware, software and applications.
- Develop clear and concise documentation and procedures.
- Communicate effectively, both orally and in writing.
- Convey technical information to users.
- Use test equipment, diagnostic software and hand tools.

Licenses, Certifications & Other Requirements

- A+ or Network+ Certificates.
- Microsoft Certified Systems Engineer (MCSE) or MCP/Microsoft Certified Professional preferred.
- Valid Oregon driver's license.
- Background investigation will be conducted on the successful candidate.