

Job title	<i>Network & Systems Specialist</i>	Grade Number	17
Reports to	<i>Administrative Director</i>	FLSA Classification	<i>Non-Exempt, Hourly</i>
Department	<i>Administration</i>	Effective Date	3-1-23

Job purpose

Provides oversight to the security, networking, and desktop operations. Provides hardware and software support. Maintains the Firewall and Network operations such as DHCP, DNS and Active Directory. Assures all system operations are operating correctly from the Firewall to the Desktop. Works closely with all city employees to assure computer operations are running smoothly and needs are accommodated. Responsible for all department safety procedures and protocols. Responsible for department budget preparation and management of the department within established budgets.

Duties and responsibilities

- Maintains computer network and cyber security, making the best effort possible to eliminate threats. This requires an extensive knowledge of firewall operations/maintenance as well as, virus protection and management of safe email.
- Extensive knowledge of Network Operations. This requires a complete understanding of:
 - Hardware management such as network cabling and switches
 - Integration of the networking systems into the Firewall
 - Server systems such as DHCP, DNS and Active Directory
 - Desktop integration and management. This also includes the need to customize desktop management in order to accommodate special needs such as expanded access for the Police Dept and limited access to the other public facilities.
 - WWW Domain registrations
- Server and Network Hardware:
 - Build and maintain server hardware
 - Maintain Firewall
 - Manage racks, switches, power backup systems and network cabling
- Maintains Desktop Systems and Accommodate User Needs:
 - Build and maintain desktop hardware
 - Accommodate special user needs such as storage, cameras, etc.
 - Knowledge of user software needs and ability to install and maintain software
 - Integration with a variety of printers and shared printers
- Assists with the distribution, training, and setup of smart phones
- Maintains an external and internal network to keep public and city operations separated and secure.
- Ability to integrate and maintain secure wireless networks
- Ability to trouble shoot and resolve any problem that disrupts system operations. These problems could be at the desktop level, network or even outside of the city network with third party providers such as domain registrations and email.
- This position may have budgeting responsibilities or involvement with budget planning. In either case, the ability to do project cost projections, research and achieve cost effective solutions is required.
- Must be able to identify and implement safety considerations to every aspect of the job.

Qualifications

Education and Experience:

- A. Graduation from high school and a degree in a computer related field or equivalent certifications.

AND

B. Minimum of ten years of experience in any combination of the following (experience timelines can be overlapping):

- a. Network systems, firewalls, and power backup (UPS) (Minimum 6 years)
- b. Windows Server training, installation, and maintenance (2 years)
- c. Windows Desktop installation and maintenance (4 years)
- d. Customer service (Minimum 2 years)
- e. Computer hardware maintenance
- f. Corporate level virus scanning services
- g. Email servers and/or integration with 3rd party providers
- h. Cloud based systems
- i. System backup, redundancy, and arrays
- j. Microsoft Office applications

OR

C. An equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

- Considerable knowledge of networking systems and computer operations.
- Extensive knowledge of Server Operating Systems with the ability to build and maintain networking operations.
- Extensive knowledge of firewalls, security concepts and virus protections systems
- Ability to work well with others, understand user needs, and work together to achieve desired outcomes
- Vast knowledge of software applications with the ability to learn and adapt with new applications
- Extensive knowledge desktop and server hardware with the ability to maintain and proactively enhance performance operations
- Vision of future opportunities to improve overall operations either through evolution of hardware and/or software
- Cost awareness with the ability to cost effectively maintain operations
- Extensive knowledge of desktop Windows operating systems, Windows Office, and general knowledge of the integration of 3rd party applications into the Windows desktop
- Ability to establish effective working relationships and use good judgment, discretion, initiative, and resourcefulness when dealing with citizens, elected officials, employees, and other professionals.
- Ability to complete large projects and convey needs and desired outcomes. In addition, to work with third party providers to coordinate and complete large projects as needed.
- Ability to trouble shoot any variety of security, networking, software application, printer, or desktop issue.
- Ability to setup secure remote connections for city employees working remotely and for 3rd party providers that must login and manage their applications such as for police applications and SCADA systems.

Physical requirements and demands

- While performing the duties of this job, the employee is frequently required to move about, position self upon, and ascend/descend over and/or upon varying terrain, surfaces, and physical structures. The employee is also required to remain in a stationary position for periods.
- Essential duties require the ability to operate motor vehicles.
- The employee must be able to move tools, equipment and supplies weighing up to 50 pounds.
- The employee is occasionally required to operate equipment controls and use tools and must be able to assess computer equipment and systems.
- The employee must effectively exchange information to others.
- Frequently, the employee will work in stressful situations because of human behavior and conflict.
- Some evening and weekend work is required to accommodate system updates without incurring any down time for users, and in cases of catastrophic system failures.

Supervision exercised

Department-level.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required. This job description is subject to change as the need and requirements of the job change.