

WORKING TITLE: SENIOR NETWORK ADMINISTRATOR	CLASSIFICATION: SENIOR NETWORK ADMINISTRATOR
DEPARTMENT: INFORMATION TECHNOLOGY	DIVISION: INFORMATION TECHNOLOGY
PAY RANGE: NBCYM 31	FLSA CATEGORY: EXEMPT
PHYSICAL REQUIRMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: DECEMBER 2017

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

The senior network administrator is responsible for the design, planning, operation, security, optimization, troubleshooting, and day-to-day management of the organization's countywide network, servers, switches, network connected devices, and all data communications for entities both inside and outside the county. This is a senior level position, and involves substantial responsibility for the overall health, operations, and security of all computer networks and servers on County systems. It is the expectation that this position will be able to plan for and solve the most complex network and server issues that may face the County. This position is generally held by someone with ten or more years of experience as an IT network administrator. This position works closely with the Systems Administrator, tier I (Help Desk) and tier II (Desktop Support Specialists) to give those positions assistance in fulfilling their respective responsibilities to keep all computer operations functioning countywide. Some of the duties of the senior network administrator include installing, configuring, and upgrading network infrastructure and associated devices, diagnosing, and troubleshooting both common and unusual network problems, performing preventive maintenance on the network, along with monitoring performance on both the local area network (LAN) and wide area network (WAN). This position is also responsible for the installation, operations, upgrade, performance, and monitoring of the network and application servers – as well as security camera and building security systems. The Senior Network Administrator works fluidly across the major infrastructure elements of networking, security, storage, virtualization, and servers to deliver new availability, capacity, services, and safeguards.

SUPERVISION RECEIVED:

This position reports to the IT Manager. This position works closely with the IT Division's Systems Administrator.

SUPERVISION EXERCISED:

This position may exercise supervisory functions of other staff, as assigned.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Installs, configures, tests, maintains, monitors, and troubleshoots the internal computer network including planning and other activities reserved for the most complex issues.

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- Troubleshoots and solves the most complex network connectivity problems, including monitoring the network and servers for problems, diagnosing problems, and taking the appropriate corrective measures to ensure an expedient resolution.
- Defines and implements network disaster recovery and hardware, software and information protection and file integrity.
- Ensures network security by ensuring proper user accessibility, and being able to reasonably guard against the most complex threats to security that will face the network.
- Receives and responds to incoming calls, e-mails, or pages regarding network operations and/or problems.
- Installs, administers, supports, and maintains server hardware, peripherals, software, and operating systems.
- Maintains, prepares, and upholds processes for reporting, statistically monitoring, and logging network performance, including identifying and resolving the most complex performance issues that may face the servers and network.
- Assists in planning for the future strategy of networks and servers, and provides budgetary information as needed.
- Conducts research on various networks and products of networking in support of its development and procurement efforts.
- Evaluates and recommends network and server hardware and software for purchase.
- Develops and maintains installation, operational, and configuration procedures.
- Contributes to, and maintains, system standards.
- Provides tier III support for help desk tickets and projects.
- Performs Project Manager responsibilities as needed.
- Mentors staff as needed.
- Performs other duties as assigned.

JOB SPECIFICATION

KNOWLEDGE OF:

- Current practices, terminology, and principles of networking and information technology.
- Network systems hardware and software management of the most complex nature.
- Local and wide area networking principles and operations.
- Continuity of operations practices relating to local area networks, and connectivity to wide area networks.
- Confidentiality rules related to the operation of county functions and network information.
- Customer service practices that are required to meet and exceed end-user expectations.
- Significant experience with Microsoft Active Directory, Windows Server 2003-2016 and server hardware.
- Expert level understanding of HP ProCurve and Juniper routing, switching, and security appliances.
- Strong understanding of VMWare vSphere 5.5 or higher suite.
- Strong understanding of storage architecture including iSCSI, LUNs, NFS, RAID (Nimble storage experience desired).
- Expert level understanding of cabling standards, frame switching, subnetting, DNS, DHCP, IP, ACL, NAT, TCP/UDP, VLAN, Firewalls (Palo Alto experience desired) and VPN.

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- Strong understanding of Domain Name registry/purchase, SSL certificate purchase and maintenance.
- Link Balancers
- Enterprise Level Wireless Access Points (WAPS – AeroHive experience desired).
- Access door control desired.

SKILL IN:

- Problem solving with relation to complex computer systems and network operations.
- Oral, written, and one-on-one communications with technical and non-technical users.
- Organizing objectives, and prioritizing work.
- Strong interpersonal, technical writing and verbal communication to effectively interact with users, vendors, and consultants.
- Effective time management.
- Working efficiently both independently or as a member of a team.
- Analysis, problem management, organization, communication, and customer service.

ABILITY TO:

- Quickly analyze operational issues with complex network operations and equipment.
- Interpret non-technical communications in order to serve customers with skill and professionalism.
- Maintain cooperative and effective working relationships with other employees, supervisors, and the citizens.
- Function effectively in a team environment.
- Attend work as scheduled and/or required, including nights, weekends, and on-call for after-hours emergencies.

MINIMUM EXPERIENCE AND TRAINING:

High school diploma or GED, network system operational training, and at least ten years of experience in network support services – including experience with the most complex and difficult network issues - with a demonstrated ability to solve the most complex networking systems issues. College, business school, or specialized training is preferable. Any satisfactory equivalent combination of experience and training which ensures ability to perform the work will be considered.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation to and from work, and to meetings/trainings is required. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Successful completion of a background check and CJIS/LEDS certification is mandatory.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer(s), test equipment and software, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. This position will sometimes require significant work in other office areas and locations. Respect for, and understanding of, those

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various work environments is necessary. Work may involve travel for training and meetings from time to time. The employee may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds. Occasionally required to push, pull, and lift up to 50 pounds.

The physical demands 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.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently. Requirements are representative, but not all inclusive, of minimum levels of knowledge, skills, and abilities. To perform this job successfully, the employee must be able to perform each essential duty satisfactorily.