

Middletown, CT Job Description

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|-----------------------------|-----------------------|
| Classification Title | Network Administrator |
| Job Code | |
| Department | IT |
| Union Group | Teamsters 671 |
| FLSA Status | Exempt |
| Pay Grade | |

PURPOSE OF POSITION

The purpose of this position is to maintain various server systems and network environment. Monitors activity throughout environments to provide and implement solutions. be responsible for maintaining the system operating framework including all electronic devices, operating systems, network functionality, security, email system support, and user training and support for all City departments including Public Safety Systems.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Monitors all activities of network facilities; executes testing and analysis of all elements of the network facilities including software, power, communications, lines and terminals. Performs Help Desk duties related to server and network maintenance. Assists with issues that arise from server or network environments.
- Ensures networks are secure and resolves issues with security breaches. Maintains Active Directory, Microsoft Windows Server, Microsoft Exchange, Citrix XenServer and network environments. Ensures system backups are active and current. Monitors systems to provide necessary recommendations for improvements. Implements improvements or system upgrades.
- Provides reports for network performance and utilization and troubleshoot problems with the networks; and coordinates the implementation and use of all Internet, Intranet and Extranet activities. Provides application and mapping support for Central Communications. Provides first level of technical support on the Global Software Global Dispatch application and mapping functionality. Modifies addresses on software's GIS maps.
- Responsible for the configuration and operation of all computerized systems; research on problems or errors within the networking system and subsystems and recommend solutions for recovery or repair. Maintains network Firewall and Email

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Filter System. Configures systems to filter Internet web access and incoming/outgoing emails based on department and security policies.

- ~~Maintains integrity of all network configuration and parameters and the backup and restoration operations of the same. Maintains Cisco ASA firewall. Recommends and implements Network Access Translation and Access Rules that affect security of network.~~
- ~~Responsible for all network component maintenance; performance of diagnostics on a routine basis to identify deficiencies in the network. Maintains server backups. Creates new or modifies existing backup schedules for Windows Server, SQL and Exchange systems. Monitors and verifies backup jobs. Verifies and tests restore functions on full recovery systems and individual files.~~
- ~~Recommends and makes improvements to configurations to achieve operating efficiencies.~~
- ~~Troubleshoots server and client systems, hardware and software troubleshooting; Microsoft server administration.~~
- ~~Supervises the use of the Microsoft Exchange email system. Including all security and business continuity issues. Setup user email policies, insure system backup, and maintain email database consistency.~~
- ~~Sets up computers; installs basic and specialized software; refurbishes old computers. Helps set up and wire new system users. Upgrades hardware; adds new hard drives, more memory, new processors, etc.~~
- ~~Troubleshoots and resolves software and hardware problems; answers support questions via phone and e-mail; coordinates services and support by vendors; maintains service company logs. Researches complex computer problems. Responds to emergencies.~~
- ~~Instructs users in the use of hardware and software. Provides training manuals and classes to users; writes training manuals.~~
- ~~Attends meetings as required.~~
- ~~May assist in the supervising of staff.~~
- ~~Performs other related functions as assigned or required.~~

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- ~~• Will require occasional work outside of standard business hours.~~
- ~~• Electronically catalogs and maintains database of user ID's, passwords, workstation specifications and end user problems.~~
- ~~• Install and configure software applications and troubleshoot various corresponding hardware related issues including upgrade of equipment.~~
- ~~• Performs backup on servers and maintains network systems by troubleshooting problems.~~
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

~~Bachelor's Degree in Computer Science, Telecommunications Engineering, Network Engineering, Electronic Engineering, Computer Engineering, or other closely related computer degree is required; and a minimum of two (2) years experience in the installation and support of LAN and WAN technologies is required~~Associate's degree in Computer Science field and at least four years of experience in Information Technology field.

Appropriate education substitutions can be made.

Other

- ~~• Certification in at least one technology discipline used by the City of Middletown (Microsoft, Cisco, Citrix, Internet security, A+, etc.) is required. Position requires a valid Connecticut Driver's license. Candidate will be required to successfully pass a full background check by the City of Middletown.~~CompTIA Network+ and/or A+ Certification. Microsoft Certified Professional.

PREFERRED QUALIFICATIONS

~~Bachelor's degree in Computer Science field, at least seven years of experience in Information Technology field, Microsoft Certified Systems Administrator, Citrix Certified, Cisco Certified and CompTIA (Network+; A+; Server+).~~

KNOWLEDGE, SKILLS, and ABILITIES

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- ~~Requires the ability~~ to perform ~~mid-level~~mid-level data analysis including the ability to coordinate, strategize, systematize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework.
~~Requires the ability~~ to implement decisions based on such data, and oversee the execution of these decisions.
- ~~Requires the ability to provide first line management. Ability to persuade, convince and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.~~Knowledge of server, network, backup and database administration
- ~~Requires the ability~~ to utilize a wide variety of reference, descriptive, advisory and/or design data and information such as requests, technical publications and bulletins, plans, reports, documentation, agendas, policies, inventories, specifications, procedures and non-routine correspondence.
- ~~Requires the ability to communicate orally and in writing with the Department Director, all City computer users, other department heads, public officials, consultants, vendors and colleagues.~~Knowledge of server failover and recovery systems
- ~~Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions, algebra and descriptive statistics.~~
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Handle common inquiries or complaints
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Perform mathematical computations such as addition, subtraction, multiplication, division. Calculate percent distributions, increase rates, and similar computations.
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone

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- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Collect, organize, and interpret data and prepare accurate records
- Ability to Compare data from a variety of sources for accuracy and completeness
- Ability to Organize large volumes of detailed data and information
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Meet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Adapt to changes in work situations and priorities
- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information
- Ability to Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- Ability to Satisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, network servers and equipment, communications equipment, mainframe, computer systems, printers and peripherals, mechanical tools, diagnostic instruments, and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~

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- ~~• Tasks involve the ability to exert light physical effort in sedentary to light work but which may involve some lifting, carrying, pushing and pulling of objects weighing up to sixty pounds.~~
- ~~• Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

Exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.

WORKING CONDITIONS

The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ~~• Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.~~

Position requires stooping, kneeling, crouching and reaching.

The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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| Date created: | 03/10/15 |
| Dates revised | |