



JOB DESCRIPTION

LAST UPDATED 10/17/2023

Job Title	IT Network and Telecommunications Systems Administrator
Reports To	IT Director
Classification	Non-Exempt, Union, Full-Time
Salary	\$75,000.00 - \$85,000.00 per year
Direct Reports	None

Job Summary

This position is responsible for the configuration, design, installation, support, repair, and regular maintenance of the phone & network infrastructure, computers, software applications and audio-visual equipment for the city. This position also provides internal customer service for day to day IT and phone functions of the City.

Essential Functions

Majority of duties, but not meant to be all-inclusive nor prevent other duties from being assigned as necessary.

1. Perform Network Administrator duties on Routers, Switches, Firewalls, VPN, and maintain LAN/WAN Security on all City networks.
2. Perform Telecommunications Administrator duties to ensure telephone systems are maintained and functional.
3. Administers day to day duties and provides support for the City's computers, phones, networks, and devices. This includes training, web page development and management.
4. Analyzes and implements changes to improve network throughput/flow, and server workstation efficiency.
5. Oversees, manages, and maintains the integrity of the City's Firewall and internet connectivity.
6. Install, patch, upgrade and configure all City devices and software applications.
7. Engineer, develop and provide solutions to problems with technology and computers.
8. Deliver phone and in-office support, create and document procedure guidelines and audio or video set up.

9. Manages coordination of network controls, components and monitoring network traffic.
10. Provide selection, maintenance, repair, and support of technological equipment.
11. Ensures proper license of software applications and servers licenses.
12. Plans and performs network upgrades and conversions.
13. Maintains an inventory DB to provide asset reporting on all City hardware and software.
14. Research new hardware/software purchase requests and makes recommendations. Maintains IT budget.

Minimum Qualifications

1. Bachelor's Degree in Network Technology or a related field plus 3 plus years' experience with microcomputers, networking and telephone concepts required, equivalency considered.
2. Must be able to pass a criminal history/background check.

Knowledge & Experience

1. Expert preferred with Windows OS Server 2012/2016/2019/2022, Windows 10/11, VMware ESXi OS, Dell SonicWall routers/firewall, Active Directory Domains, DNS, DHCP, Avaya IP Phone Systems, MS Office, Adobe Acrobat, HP/Cisco switches.
2. Demonstrated aptitude for technology systems in a multi-site, team-oriented environment.
3. A+, Network or equivalent license preferred.
4. Ability to operate, configure and install computers and office devices.
5. Ability to debug and solve technical problems.
6. Ability to interpret flow charts, network schematics and government regulations.
7. Knowledge of audio support, setup, and design a plus.
8. Excellent oral, written, communication and presentation skills.

Working Conditions

Typical working conditions associated with this type of work and environmental hazards, if any, that may be encountered in performing the duties of this position.

Internal: Work is normally performed in a climate-controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. The noise level is moderate and includes sounds of normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in the normal performance of job duties.

External: Travel to other City facilities is required as needed. We support City Hall / Library, Public Works, Water Quality, 2 Fire Stations, and the Police Dept which are all within City limits.

Physical Demands

Lifting to forty (40) pounds occasionally, ten (10) pounds frequently, or negligible amounts constantly. Walking or standing to a significant degree. Continuously requires sitting, handling, vision, and hearing. Frequently requires standing, fine dexterity, walking on even and uneven ground, foot controls, and talking. Occasionally requires lifting, carrying, reaching, kneeling, pushing/pulling, climbing, bending, and twisting. Rarely requires crawling, balancing, and crouching.