

Job Title: **NETWORK SYSTEM ADMINISTRATOR**

Classification: **Non-Exempt**

Department: Information Technology/PD



Supervisor: Police Chief & IT Director

Effective: 11/1/2021

I. JOB SUMMARY:

Perform a variety of Information Technology (IT) technical support functions related to systems maintenance of the local area networks (LANs) and telecommunications systems, administration of personal computer workstations and peripherals, security administration, technical support to users, troubleshooting of hardware and software problems, and installation of hardware equipment and software applications.

Assist in the day-to-day operations of the Police Department, City's technology needs, including WiFi networks; implement system upgrades; install new and additional hardware and software as required; replace, repair, upgrade, and maintain system hardware and software; monitor and recommend improvement to operational performance and security; troubleshoot system problems; isolate the cause of system failures; maintain operational efficiency and load balancing of the systems. Evaluate and analyze City's information systems needs and requirements; develop and recommend application and resource priorities; administers changes and adjustments to systems as needed. Recommend the purchase of new supplies and equipment as necessary. Monitor the performance of the system; track possible problem areas affecting response time; prepare recommendations for correction of problems and improvement in performance. Manage the allocation of resources including disks, terminals, and memory. Ensure that the operational, environmental, and application software are kept up with current release levels. Analyze, configure, plan, install, maintain, and troubleshoot personal computers, cabling, and peripherals. Maintain and compile an electronic documentation library of user procedure manuals, technical references, training manuals, handbooks, and guides; maintain logs, charts, diagrams, and testing data for City's data, voice, and video network. Support telecommunications that include telephone service at various sites. Develop justifications and recommendations for acquisition of computer hardware and software; prepare specifications for bid documents; review and evaluate contracts and proposals. Work with vendor representatives to identify and correct causes of hardware and software malfunctions and to perform enhancements. Respond to and resolve difficult inquiries and complaints. Attend and participate in professional group meetings; stay abreast of new trends, innovations, equipment, including WiFi and languages used in computer systems, Information Technology, word processing, spreadsheets, databases, graphics, and desktop publishing. Provide emergency response to reduce down time, correct errors, monitor vendor activity, off-hours scheduled maintenance, and system failures, or on as needed basis. Assist in developing, planning, implementing, and administering division goals, objectives, policies, and procedures.

II. EDUCATION & EXPERIENCE REQUIREMENTS:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- High School Diploma or Equivalent required.

- Bachelor's degree preferred.
- Three years of recent, responsible computer systems, systems analysis, network management, or related experience.
- Equivalent to a four-year degree from an accredited college or university with major coursework in computer science, information technology, business administration, or a related field.
- Preference for certifications: CCNA, MCSA Server

III. EMPLOYMENT REQUIREMENT:

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will result in the application being rejected.
- Applicant must take and pass a drug, physical, and pre-placement screenings administered by the City of Mission doctor at the City's expense.
- Applicant must have a current valid class "C" driver license from the department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

IV. SKILL ABILITY REQUIREMENT:

- Experience with switch, router, wireless controller, access points and firewall configuration.
- Broad knowledge of IT operations and associated concepts and technologies to include: Network Security, Active Directory and policy Management, DNS, DHCP, Database Management, VPN, LAN, WAN, Wireless, etc.
- Analyze problems; identify alternative solutions; project consequences of proposed actions; implement recommendations in support of goals.
- Interpret and apply policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Strong knowledge of MS Windows 2012+
- Experience with VoIP Telephony.
- Backup and disaster recovery including Veeam
- Experience with Storage Area Networks.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships.
- Experience with Virtualization such as VMware products.

V. EQUIPMENT/MATERIALS: General office and safety equipment/materials to include but not limited to the following:

- | | |
|---------------------|---------------------------|
| • Personal computer | Laptop |
| • Keyboard | Printer/Scanner |
| • Telephone | Fax Machine |
| • Calculator | City Vehicle |
| • Personnel Policy | Various Computer Software |
| • Manual | |

VI. ESSENTIAL JOB FUNCTIONS:

- Cross-train with IT staff on the Police Department's IT network, systems and applications.
- Operational characteristics, services, and activities of Information Technology.
- Proactively monitor and report on performance and availability metrics for the network infrastructure.
- Work with project teams to help implement new systems and applications.
- Accurately evaluate and prioritize hardware and software requests.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare and maintain accurate and complete records.
- Prepare clear and concise reports.
- Assist in the development and maintenance of the City's disaster recovery plan for IT services.
- Respond to requests and inquiries from end-users.
- Manage of Windows server, installation, maintenance, troubleshooting, domain issues, user management, server security management, and all other Windows server related issues.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Perform difficult telecommunications and computer information system operation, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Implement comprehensive computer and telecommunications operations-related projects and training programs.
- Operation and care of computer equipment.
- Make recommendation to IT Director on topics such as: IT standards, IT infrastructure solutions, WEB, e-commerce, and other internet related solutions.
- Manage of AD design, installation, maintenance, troubleshooting, TCP/IP, security, firewalls, routers and VPN over the internet, switches, VLANs, network cabling issues.
- Data processing management and general administration practices and techniques.

- Data management theory, principles, and practices and their application to a wide variety of services and programs.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- General principles of risk management related to the functions of the assigned area.
- Techniques for providing a high level of customer service to public and City staff in person and over the telephone.
- Perform other related duties as assigned.

VII. NON-ESSENTIAL JOB FUNCTIONS:

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.
- Attend special events and occasions as required.

VIII. WORK ENVIRONMENT:

Exposure to the following environmental conditions are required for this job.

		Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
	None			
Wet humid conditions (none-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)		X		
Extreme heat (non-weather)		X		
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

IX. MANUAL DEXTERITY:

Both fine and gross hand manipulation are required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard to different computer stations. Fine finger dexterity is required to hand write notes, fill out forms, type reports, letters, and memos, input data in computer, and document information needed for day to day tasks.

X. PHYSICAL DEMAND ANALYSIS:**MATERIAL HANDLING ACTIVITIES**

Tasks	Weights	Frequency	Performance
LIFTING	Up to 5 lbs.	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6-10 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs.	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs.	N	
	51-75 lbs.	N	
CARRYING	Up to 5 lbs.	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of
	6-10 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs.	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs.	N	
	51-75 lbs.	N	
PUSH/PULLING	Up to 5 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	6-10 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	11-20 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	21-25 lbs.	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	26-50 lbs.	N	
	51-75 lbs.	N	
N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%			

NON-MATERIAL HANDLING ACTIVITIES

Tasks	Frequency	Performance
CLIMBING	O	Up and down 3-4 times a week one flight of stairs to deliver report and correspondence.
BALANCING	C	Telephone, books, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
STOOPING (Bending at waist)	F	Open file drawers to retrieve files below waist level sitting or retrieve, books from floor area or pickup materials that fall down to floor area.
KNEELING (one or both knees)	O	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
CRAWLING	O	Under desk to plug computer and printer, etc.
REACHING	C	Open drawers and retrieve files and documents, partial to full arm extension, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
TWISTING/TURNING (rotation)	C	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
HANDLING (manipulated objects)	C	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and books exerting moderate force.
STANDING	C	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplies, books, at shoulder level, opening file drawers, pick up and deliver documents.
WALKING	F	Retrieve paperwork within office and other offices within department up to 50 walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
SITTING	C	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
FINGERING (finger dexterity)	C	Typing letters and reports on computer key board or typewriter, using 10 key calculators by touch, hand writing messages and notes, inputting data in computer, statistical reports, filing, and reviewing files, and using computer mouse, rolodex, tape dispenser.
GRASPING (whole hand activities)	C	Office supplies, equipment, file boxes, reams of paper, telephone, files, books, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser,
N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%		

I _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Signature

Date