



City of Klamath Falls

Position Description

Position: IT Network Administrator	Group: Non-represented
Department/Division: Finance and Business Services/IT	FLSA: Exempt
Evaluated by: IT Manager	Salary Grade: 123

Summary

Administers the City’s local and wide area networks, including the City’s wireless mesh network. Administers the Public Safety applications for City and County agencies. Configures, installs, maintains, repairs, and upgrades network, security, and server systems; implements organizational data security and compliance policies; provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity. The IT Network Administrator works under the general supervision of the Senior IT Systems Administrator. Supervision is not a responsibility of this classification, but the employee may act as a lead worker for temporary assignments, or on special projects. Requires significant on-call status.

Distinguishing Career Features

The IT Network Administrator is an intermediate level in a career ladder encompassing network, workstation, and applications support. The IT Network Administrator is capable of advanced network administration, design, security, and optimization, as well as end user supports such as account setup, applying existing computer security and user access rules, and hardware diagnostics. The IT Network Administrator is also capable of public safety application administration, conducting training, and providing technical support for enterprise software applications.

Essential Duties and Responsibilities

- Administers the City’s local and wide area networks and network management systems; monitors and optimizes network performance; responsible for network design, operation, and support of switches, routers, firewalls, cabling, wireless access points, servers (physical and virtual), IP services (DHCP, DNS, ACLs, vLANs); participates in limited duration projects including, but not limited to, networking, security, and procedural documentation.
- Ensures routine network and server maintenance is performed; troubleshoots network issues, installs and maintains network services and systems, audits log files to ensure the integrity of all switches, routers, and servers.
- Administers the Tyler Enterprise Public Safety application; multi-agency public safety VPN, and integrated public safety applications; coordinates and performs system and security upgrades and ensures 24/7 operation of mission critical public safety infrastructure.
- Performs advanced server and security administration; advanced VMware server administration; advanced Active Directory administration.

- Design, install, and support indoor and outdoor wireless solutions to provide network connectivity to City staff, and the public.
- Receives and resolves user Help Desk calls and tickets. Documents calls, forwarding work order requests to other technology staff. Provides assistance for user's needs in relation to work-station, cloud, software, and network troubleshooting.
- Provides intermediate technical support to enterprise software systems supporting networked computers such as those for system updates, anti-virus, and virtual environments.
- Serves as a member of the IT Cybersecurity Team and part of the Cybersecurity Awareness training team; develops and maintains policies and procedures, provides security oversight and best practices.
- Assists with updates to existing security software on networks and workstations. Tests existing systems and personal computers for potential viruses and security problems.
- Provides support to Help Desk and back up to system administrators when needed.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility. This includes network diagrams, procedures and steps for equipment setup, standard operating procedures, and inventory records.
- Assists in maintaining public safety Criminal Justice Information Systems (CJIS) compliance. Coordinates system security both physical and logical; acts as technical liaison between local agency and federal and state agencies. Audits the use of CJIS databases by other staff. Develops strategies and solutions to accommodate the technology needs for the Police Department.
- Assists staff with setup and configuration of multimedia equipment used in offices and meeting rooms.
- Provides positive customer service through professional, courteous behavior and creative problem solving.
- Demonstrates regular, reliable, and punctual attendance.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires working knowledge of methods and techniques of installing, configuring, securing, maintaining, and administering network equipment, CAT5e/CAT6 cabling, 802.11 wireless devices, servers, hardware, and software. Requires working knowledge of current and emerging technologies, terminology and principles of information technology. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires an advanced knowledge of personal computer based local area networks, network operations, connectivity between servers, data security, and integration of data and telecommunications. Requires an advanced knowledge of the following protocols such as TCP/IP, subnet masking, serial, Ethernet, and access lists. Requires an advanced knowledge of the physical elements of the network including fiber optic, twisted pair, and coaxial Ethernet cabling and connections, and routing, switching, and repeating equipment. Requires sufficient communication and interpersonal skills to conduct individual instruction and technical

assistance on the use and application of PC-based business software. Requires skill at conducting in-service type training. Requires sufficient writing skill to document technical procedures.

- **Abilities**

Requires the ability to install, configure, and troubleshoot network hardware such as switches, routers, wireless access points, and firewalls. Must be able to fabricate and connect interface cables and connections between computers. Must be able to detect, isolate, and resolve system and network problems using logical and methodical processes. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment and network diagrams. Must be able to give one-on-one and small group training in the use of microcomputers and business and instructional software. Must be able to effectively deal with difficult personalities and stressful situations. Must be able to work semi-independently, apply sound judgement, and maintain strict confidentiality. Must be able to develop and maintain cooperative and effective working relationships with other employees, supervisors, and citizens. Requires the ability to be timely in customer service responses. Must be able to attend work as scheduled and when required.

- **Physical Abilities**

Requires ambulatory ability to move to various office and office-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand-eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

The position requires a bachelor's degree in computer science or related technical field or an equivalent combination of education and experience that provides the required knowledge, skills, and abilities; and a minimum of 3 to 4 years of professional information technology experience administering both local and wide area networks.

- **Licenses and Certificates**

Requires a valid Oregon driver's license and the ability to transport equipment to and from work sites. CCNA, JNCIA, or Network+, and Security+ preferred or equivalent; VMware experience is desirable; Linux system administration is desirable.

- **Pre-Employment**

Job offers are contingent upon the completion of a pre-employment drug screen and criminal background investigation to the satisfaction of the City, as well as possessing a clean driving record. In addition, candidates must provide fingerprints and pass an Oregon State Police CJIS security background check to obtain CJIS Security Level 4 clearance, as well as complete training consistent with TSA and Airport-related security requirements.

- **Working Conditions**

Work is primarily performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.

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