



Town of Oro Valley Classification Description

Title: **NETWORK ADMINISTRATOR**

Job Code: 1560

FLSA Status: Exempt

Department: Innovation & Technology

Salary Grade: 119

POSITION SUMMARY:

Under general supervision, designs, implements, maintains, secures and proactively manages the computer and telecommunications network infrastructure. Manages and maintains network services including network operating systems, file servers, applications servers, remote access servers, local and wide area communications equipment, and network security devices.

ESSENTIAL JOB FUNCTIONS:

- A. Performs data and telecommunications network management by using: network and system monitoring applications, system backups, alerts, security systems, diagrams, and industry standard tools.
- B. Performs software and hardware updates to network, servers and other devices.
- C. Performs administrative functions on behalf of the Town's self-insured medical and prescription plan and complies with the Town's HIPAA Privacy Policies and Procedures, especially as it pertains to use and disclosure of Protected Health Information.
- D. Performs data and telecommunications network and server device installation, configuration and maintenance.
- E. Installs, configures, updates/maintains, and troubleshoots local/wide area network devices including file servers, communication devices, security devices, and other data or telecommunications network related equipment.
- F. Installs, configures, and maintains computer applications on servers and workstations using principles of least privilege.
- G. Researches and plans projects by assisting the IT leadership team in research and evaluation of new technologies, creating and monitoring fiscal resources as related to specific projects.
- H. Creates and maintains comprehensive documentation on: network configuration, network and systems modifications, network standards and related policies, data backup and recovery procedures, and mission critical software and systems.
- I. Performs administrative duties including the creation of performance reports and development of network and security standards, guidelines, and procedures.
- J. Assists with department budget creation and works within budget limits.
- K. Provides technical support to staff, including installing, diagnosing, repairing and maintaining computer hardware and software. Serves as an escalation point for troubleshooting and computer support.
- L. Identifies improvement opportunities relating to tools, processes, procedures, installation, configuration and troubleshooting techniques.
- M. Trains Town employees on desktop software and hardware.
- N. Provides on-call support during non-business hours.

- O. Regular and reliable attendance; may work more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.
- P. Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Experience with network security standards and practices, including traffic monitoring, anti-virus software, patch management, VPN's, Terminal Services, and file system access.
- Experience with wireless WAN/LAN networking technologies.
- Experience deploying major network components such as backbone routers/switches.
- Experience with Cisco routers and Cisco IOS.
- Experience of layer 1 connection technologies such as MOE and PTP wireless.
- Experience with documenting network installations and configurations.
- Experience in repairing, installing and troubleshooting network hardware and software.
- Knowledge of VoIP and legacy telecommunications technologies.
- Knowledge of project management concepts.
- Skill in building and monitoring network security and backup systems.
- Ability to communicate both with verbal and written communication.
- Ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

- Bachelor's degree or equivalent experience in Information Technology related field.
- Minimum Four (4) years of recent experience working as or along with a network administrator in a heterogeneous environment with multiple locations and more than 200 nodes OR an equivalent combination of education and experience.
- Individual must be judged acceptable based on Arizona Criminal Justice Information System background check and a screening by the Oro Valley Police Department.

PREFERED QUALIFICATIONS:

- Four (4) years' experience in the design and administration of current Microsoft operating systems and servers.
- Four (4) years' experience with directory services design and implementation, particularly Microsoft Active Directory, Azure, LDAP, and DNS.
- Four (4) years' experience with virtual server environments.
- Four (4) years' experience with SAN/NAS technologies.
- Four (4) years' experience working with network technologies including TCP/IP, Telnet / SSH, SFTP, OSPF, SNMP, SMTP, and HTTPS.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor and outdoor environment.