



CLASSIFICATION TITLE: IT Network Administrator	JOB NUMBER: 7093	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: IT Operations Supervisor	PAY GRADE: 22	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs difficult skilled technical work ensuring the stability and integrity of in-house voice, data, video and wireless network services by planning, designing and developing local area networks (LANs) and wide area networks (WANs) across the organization, and related work as apparent or assigned. Work is performed under the limited supervision of the IT Operations Supervisor (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Creates and maintains documentation as it relates to network configuration, network mapping, processes and service records; conducts research on network products, services, protocols and standards to remain abreast of developments in the networking industry.
- Assists the IT Operations Supervisor with the management and deployment of City LANs, WANs and wireless networks, including servers, routers, hubs, switches, UPSs and other hardware; oversees the installation, configuration, maintenance and troubleshooting of end user workstation hardware, software and peripheral devices.
- Oversees new and existing equipment, hardware and software upgrades; assists the IT Operations Supervisor with interacting and negotiating with vendors, outsourcers and contractors to secure network products and services.

- Configures networks to ensure their smooth and reliable operation for fulfilling business objectives and processes; monitors network performance and troubleshoots problem areas as needed; ensures network connectivity of all servers, workstations, telephony equipment, fax machines and other network appliances.
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information; monitors and tests network performance, and provides network performance statistics and reports.
- Participates in managing all network security solutions; configures, maintains and troubleshoots multiple network configurations; configures and tests network adapters for optimum LAN performance.
- Provides continuous effort to improve operations, decrease turnaround times, streamline work processes and work cooperatively and jointly to provide quality customer service.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State and local laws, rules, codes and regulations related to assigned activities, to include applicable data privacy practices and laws.
- Network, PC operating systems and telephony systems.
- Network hardware, protocols and internet standards.
- Principles and practices of budget development and administration.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Technical aspects of field of specialty.

Skills and abilities to:

- Proven experience and success with LAN, WAN, WLAN and WWAN design and implementation.
- Proven experience with network capacity planning, network security principles and general network management best practices.
- Excellent hardware troubleshooting experience.
- Competence with testing tools and procedures for voice and data circuits.

- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Obtain Cisco Certified Network Associate (CCNA) Enterprise certification within one (1) year of hire and maintain throughout employment.
- Obtain Certified Associate in Project Management (CAPM) certification within one (1) year of hire and maintain throughout employment.
- Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in information systems, or related field and three (3) years of experience in design and maintenance of local and wide area networks (LAN and WAN), or equivalent combination of education and experience.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.

- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT






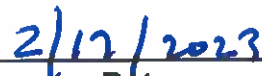
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 25 pounds of force; work regularly requires repetitive motions, frequently requires using hands to finger, handle or feel and reaching with hands and arms and occasionally requires standing, walking, sitting, speaking or hearing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date

