

**City of Dunedin, Florida**  
Class Description

Position Title: **IT Network Administrator I**  
Information Technology Services Department

**GENERAL STATEMENT OF JOB**

Under general supervision, performs Tier-2 level technical work in the management, maintenance and support of network-related computer hardware, telecommunications systems, and data backup systems, as they relate to the storage and connectivity of client-based networked data. This position reports to the Department Director of Information Technology Services.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

***The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position.***

Maintains end-user on-boarding/off-boarding procedures, processes and access for various client-based systems such as: A/D, Avaya phone system add/edits/moves, EnerGov, Munis, Outlook and VPN.

Installs, configures, supports and monitors client-based systems such as: Windows 10 Operating Systems, Apple Dep, and Webroot anti-virus licensing.

Maintains and supports daily tape backup tasks, data cabling, IDF wire management, VPN/RDP accounts, PDQ assistance & reporting, helpdesk software, security camera systems, client-based security monitoring tools, client software licenses, phone line inventory, telco installation and repairs, cable TV connectivity, and Wi-Fi connectivity.

Maintains documentation on Basic Security Best Practices.

Maintains client-based SOPs and setup instructions.

Resolves problems and issues with network connectivity to third party systems that include: credit card payment systems, Granicus, HVAC systems, lightning protection systems, MDF/IDF room temperature monitoring, RecTrac application, solar panel systems, security camera systems and employee time-clocks.

Assists with monitoring of cyber security threats and vulnerability management systems.

Identifies and defines end-user requirements and needs.

Provides support to Tier-1 IT Desktop Technicians.

Assists Tier-3 IT Network staff when necessary.

### **ADDITIONAL JOB FUNCTIONS**

***While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.***

Assists with the installations and implementation of distributed computer systems hardware, software, and communications components including Windows operating systems, enhancements and upgrades.

Assists management with IT hardware and software purchases, service contracts management, system upgrades, office relocations, cabling and new construction projects.

Performs hardware/software patching, repairs or installations as required.

Performs various office duties as required, including attending meetings, typing reports and correspondence, copying and filing documents, entering data into the computer, answering the telephone, etc.

Keeps abreast of current and emerging trends in information technology and their implications for municipal operations. Attends workshops, classes and conferences to enhance job knowledge and skills as required.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a Bachelor's degree in computer science, or other relevant field supplemented by a minimum of three years of experience in computer systems configurations, analysis, or network support. Experience working with data and wireless communications, as well as email and voice messaging systems, is a must.

An equivalent combination of education, training and experience that provides the required knowledge, skills and abilities may be considered in lieu of the experience.

## **SPECIAL REQUIREMENTS**

Must possess a valid Florida driver's license.

Experience in the administration of Microsoft Server 2012/2016, Microsoft Exchange Server, Microsoft Outlook for email and calendaring, Meraki/Cisco network switches, PDQ Deploy and Inventory Software, and Avaya Phone Systems is highly preferred.

Microsoft Certified Professional (MCP), Microsoft Office User Specialist (MOUS), CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Server+ certifications are preferred, but not required.

This position is Category B for the purposes of Dunedin Emergency Management. The incumbent may be required to remain onsite/ available as scheduled during times of emergency as declared by the City/County Commission or City Manager, or report for duty immediately following an emergency event.

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies as they pertain to the performance of essential duties of the IT Systems Administrator. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is able to make sound, educated decisions. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work. Has the ability to self-motivate. Has the ability to travel to various City facilities to support network equipment.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to evaluate, audit, deduce, and/or assess data and/or information using established criteria. Includes exercising discretion in determining actual or probable consequences, and in referencing such evaluation to identify and select alternatives. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner.

**Human Interaction:** Requires the ability to provide guidance, assistance, instruction and/or interpretation to others on how to apply procedures and standards to specific situations. Shares knowledge with managers, supervisors and co-workers for mutual benefit. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Is able to provide effective user training and support as required.

**Equipment, Machinery, Tools and Materials Utilization:** Requires the ability to set up small to moderate scale equipment and machinery. Includes the ability to install and alter various components of such according to work orders and/or specifications. Has knowledge of the areas of computer software/hardware installation and maintenance, system design and installation, government procurement, user training and support, etc. Has knowledge of and skill in the use of modern office equipment.

**Verbal Aptitude:** Requires the ability to use a wide variety of reference, descriptive, advisory and/or design data and information. Has thorough knowledge of terminology and related professional languages used within the department as such pertain to work responsibilities. Has the ability to speak, write and understand the English language.

**Mathematical Aptitude:** Requires the ability to perform moderately complex algebraic and geometric operations; ability to utilize principles of basic probability and statistical inference. Has the mathematical ability to handle required calculations.

**Functional Reasoning:** Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria. Has the ability to plan and develop daily, short- and long-term goals related to organizational purposes. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to read and interpret complex materials pertaining to the responsibilities of the job.

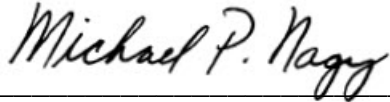
### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of bending/stooping, crawling, fine manipulations, grasping, kneeling, pushing, reaching, repetitive motion, and light lifting/carrying (objects weighing less than 15 pounds). Occasionally the job requires: climbing and pulling, and moderate lifting/carrying (objects weighing 15 to 44 pounds). Very rarely the position requires: heavy lifting/carrying (objects weighing 45 pounds and over). Sitting approximately four (4) to six (6) hours per day, standing approximately two (2) to (4) hours per day, and walking approximately one (1) to two (2) hours per day. Tasks require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

**Sensory Requirements:** Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive computer screen exposure.

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



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Michael Nagy  
Director, Information Technology Services

October 11, 2021

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Date