

City of Dunedin, Florida
Class Description

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

GENERAL STATEMENT OF JOB

Under general supervision, performs Tier-3 level technical work in the management of servers and computer systems with emphasis on building/installing/configuring/racking servers, the installation, monitoring and support of various computer platforms and associated peripheral equipment, Windows O/S support, LAN/WAN support, as well as the City's email, spam filtering, backups and Core ERP systems. 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 City's Network Infrastructure that includes: Server Rooms, Main Distribution Frames (MDFs), Intermediate Distribution Frames (IDFs), the computer network equipment, software and services, monitoring tools, as well as cloud services.

Installs, configures, supports and monitors network-related systems, such as: Core Business Systems (ERP Servers), data center equipment, data recovery/backup systems, disk storage devices, email filtering & archiving devices, Ethernet, fiber optics, copper lines, firewalls, gateways, hubs, Internet systems, IP addresses, Local Area Network (LAN), MDF/IDF equipment, routers, security appliances, security monitoring tools, network servers, server certificates, network switches, virtual private network (VPN), Wide Area Network (WAN), Windows Server Operating Systems and wireless appliances.

Monitors and maintains server-based anti-virus protection.

Assists with monitoring cyber security threats and vulnerability management systems.

Researches and reports on public records requests.

Resolves problems and issues with network-based computers and server systems such as: windows server operating systems, network hardware equipment, peripherals,

network software and print services.

Assists with escalated network issues, such as: Avaya IP Office phone system, data recovery/backup systems, ERP servers and databases for Munis, ExecuTime, EnerGov, and Tyler Content Management (TCM), as well as Internet and Ethernet connectivity.

Assists with escalated technology issues relating to network connectivity on third party systems such as: 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 user on-boarding/off-boarding processes and setups for A/D, Avaya phones, EnerGov, Munis, Outlook and VPN.

Provides support to Tier-2 Network Administrators and Tier-1 IT Desktop Technicians as required.

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 in the development of back-up and disaster recovery plans; assists with the continual functioning of the City's mission critical operations; assists in maintaining the security and privacy of the City information and communications systems; assists in the development and monitoring of information systems policies to ensure data accuracy, security, and legal and regulatory compliance.

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

Assists management with complex IT projects.

Performs hardware/software repairs or installations as required.

Assists management in developing and implementing Standard Operating Procedures for the section.

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 five years of experience in computer systems configurations, analysis, or engineering. 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 and Avaya Phone Systems is highly preferred.

Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification is preferred, but not required.

This is a Category A position for the purposes of Emergency Management. Employees in this category may be assigned to work a variety of schedules, including compulsory work periods in special, emergency, and/or disaster situations. Category A employees are required to stay on premises during a declared state of emergency, or as otherwise mandated.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Network 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 speak, write and understand the English language. 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 knowledge of proper English usage, grammar, vocabulary and spelling.

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 VDT 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.



October 11, 2021

Michael Nagy
Director, Information Technology Services

Date