



TOWN OF GRAND CHUTE Position Description

Name: _____ **Department:** Information Technology
Title: IT Systems/Network Administrator **Pay Grade:** M **FLSA:** Exempt
Date: June 2019 **Reports To:** IT Director

POSITION SUMMARY

The IT Systems/Network Administrator is responsible for effective designing, provisioning, installation, configuration, documentation, and on-going maintenance of systems' hardware, software, and related infrastructure. This individual leads the technical research and development to enable continuing innovation within the infrastructure and ensure systems and related procedures adhere to the Town's technology vision. The position provides technical consulting and support services to all Town departments. This is an at-will position reporting directly to the Director of Information Technology.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following Duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Extensive hands-on experience in best practices around design, implementation, management, troubleshooting, and problem resolution for a functional network infrastructure (LAN, WLAN, WAN) including firewall, VPN access, Internet, servers, phone systems, spam filtering, routers, switches, and wireless controllers.
- Solid knowledge of design, implementation, and support for a robust, fully redundant, production network using VMware hosts and SANs at multiple locations.
- Substantial experience in design, implementation, and management of backup capabilities and DR site configuration and topology. This includes regularly testing of backup and DR procedures.
- Install, configure, and monitor server operating systems along with virus protection and network software.
- Experience with IP based phone systems is essential.
- Implement, configure, and monitor remote deployment of desktop operating systems, desktop applications, and remote desktop management.
- Write and maintain custom scripts/automated tasks and monitor their effectiveness.
- Manage and monitor all systems and infrastructure for performance and integrity.
- Resolve issues escalated from lower level tiers of support.
- Support/mentor other team members.
- Manage multiple projects at the same time while meeting deadlines.
- Support the collaborative networks and assume a leadership role in developing similar technology initiatives with neighboring governments.

- Adhere to and promotes safety as a priority in the workplace.
- Comply with HIPAA, CJIS, and DOJ policies and procedures.
- Vast knowledge of system administration and security protocols, specifically in local government while maintaining adequate security of Grand Chute IT Systems and developing security plans to mitigate risk.
- Recommend policy and procedures related to the use and security of Grand Chute IT Systems.
- Strong planning skills and the ability to consistently replicate the processes and standards multiple times to achieve the same results throughout the Town's environment.
- Maintain complete technical documentation.
- Keep Director and Senior Leadership informed as needed.
- Ability to work required hours of the position. On occasion, there may be required hours of work outside of the standard business hours/days due to infrastructure upgrades, systems down, or activation of the Town's EOC (Emergency Operations Center).
- Must possess a valid driver's license, proof of automobile insurance, and a good driving record. Work use of personal vehicle may be occasionally required.
- Perform aforementioned duties to limit or eliminate the need for outside consultant support.
- Perform other duties as assigned or as may develop.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

- BS/MS degree in Information Systems, Computer Science, or a related degree and at least three years of experience; or
- Minimum of ten years of direct technical experience as a System Administrator, Network Administrator, or higher.
- Working knowledge of ITIL Foundation, certification preferred.
- CCENT/CCNA qualifications are strongly preferred.

MATHEMATICAL ABILITY

- Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships. Ability to interpret basic, descriptive statistical reports.

JUDGEMENT AND SITUATIONAL REASONING ABILITY

- Ability to use functional reasoning in performing influence functions such as supervising, managing, directing and controlling.
- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria.
- Ability to coordinate eyes, hands, feet and limbs in performing semi-skilled movements such as data entry.
- Ability to sustain prolonged visual concentration.

PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

- Ability to work in an office setting.
- Intermittent standing, walking and sitting.
- Ability to express and document complex concepts in business terms; able to communicate effectively verbally and in writing with technical staff, non-technical staff, and end-users.
- Ability to lift a maximum of 50 pounds and use a two-person assist for any awkward size or over 50 pound objects.
- Ability to manage multiple, complex projects under tight time restrictions.
- Ability/flexibility to move around over/under furniture and climb ladders to place cables as needed.
- Ability to wear hearing protection when needed.
- Great at organizing, prioritizing, and multitasking.
- Outstanding diagnostic, problem-solving, and analytical skills.

EEO/ADA POLICY STATEMENT

The Town of Grand Chute is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. The Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of Town and requirements of the job change.

Employee's Signature

Supervisor's Signature

Date

Date