

PERSONNEL COMMITTEE

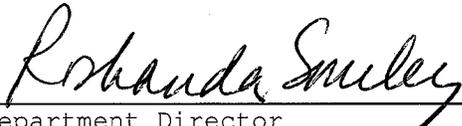
13-0129R

RESOLUTION APPROVING PROPOSED AMENDMENTS TO THE SPECIFICATIONS FOR THE EXISTING CIVIL SERVICE CLASSIFICATION OF NETWORK ADMINISTRATOR.

CITY PROPOSAL:

RESOLVED, that the proposed amendments to the specifications for the existing civil service classification of network administrator, which were approved by the civil service board on March 5, 2013, and which are filed with the city clerk as Public Document No. \_\_\_\_\_, are approved. This classification shall remain subject to the city's collective bargaining agreement with its basic unit employees and compensated at Pay Range 137, \$4,595 to \$5,455 per month.

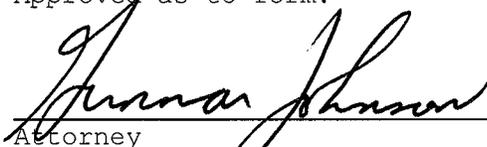
Approved:

  
Department Director

Approved for presentation to council:

  
Chief Administrative Officer

Approved as to form:

  
Attorney

Approved:

  
Auditor

HR MDS:ao 3/12/2013

STATEMENT OF PURPOSE: The revision of this job description is part of a strategic alignment of operational activities surrounding the management and maintenance of city networks by the management information systems division. The primary reasons for the revision of this job description was to reflect the systems and software current staff is using and to reflect a few of the duties they are no longer performing. The revision also includes updating the job description to our current format. There is no change in the rate of pay, which is Range 137, \$4,595 to \$5,455 per month.

## NETWORK ADMINISTRATOR

### SUMMARY/PURPOSE:

To ensure the stability of voice, data, video and wireless network services. This involves planning, designing, and developing local area networks (LANs) and wide area networks (WANs) across the organization, participating with the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links, analyzing and resolving network hardware and software problems in a timely and accurate fashion, and providing end user training as required.

### ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned):

1. Perform network design for near- and long-term network capacity needs.
2. Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.
3. Participate in the development, implementation and maintenance of policies, procedures, and associated training plans for network administration, usage, and disaster recovery.
4. Develop and test disaster recovery procedures to protect against catastrophic circumstances or other hardware failures in all network components.
5. Design and deploy LANs, WANs, and wireless networks, including routers, hubs, switches, wireless access points, UPSs, and other network hardware.
6. Conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking industry.
7. Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.
8. Configure networks to ensure their smooth and reliable operation for fulfilling business objectives and processes.
9. Monitor and analyze network performance and troubleshoot problem areas as needed.
10. Ensure network connectivity of all servers, workstations, telephony equipment, IP faxing devices, and other network appliances.
11. Manage all network hardware and equipment, including routers, switches, hubs, wireless controllers, firewalls and UPSs.
12. Recommend, schedule, and perform network improvements, upgrades, and repairs.
13. Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
14. Monitor and test network performance and provide network performance statistics and reports.
15. Participate in managing all network security solutions.
16. Perform network security audits.
17. Assist users with questions and/or problems regarding available network resources.
18. Maintain up-to-date knowledge of the latest technology.
19. Perform related tasks as required.

## JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### 1. Education and Experience Requirements:

- A. Graduation from an accredited technical school or college/university with a degree in the field of computer science, plus three years of progressively responsible, verifiable experience in technology system support, including at least two years of full-time experience in network design, implementation, and maintenance; or
- B. Five years of full-time, verifiable experience in network design, implementation, and maintenance; or
- C. A combination of verifiable education and experience equaling four years which demonstrates possession of the knowledge, skills, and abilities listed below.

### 2. Knowledge Requirements:

- A. Extensive hands-on technical knowledge of network systems, protocols, and standards such as TCP/IP, EIGRP, 802.11x, SIP, H.323, etc.
- B. Strong knowledge of network management and analysis tools, preferably in SolarWinds.
- C. Hardware, software, and network connection troubleshooting experience.
- D. Working technical knowledge of current network hardware, preferably with CISCO.
- E. Knowledge of firewalls, intrusion detection systems, and other network security measures preferably with CISCO.
- F. Proven experience with network capacity planning, network security principles, and general network management best practices.
- G. Excellent knowledge of IP telephony systems, preferably with CISCO Call Manager, Unity and UCCX.
- H. Competence with testing tools and procedures for voice and data circuits.
- I. Knowledge of applicable data privacy practices and laws and PCI compliancy requirements.
- J. Good understanding of the organization's goals and objectives.

### 3. Skill Requirements:

- A. Skill at installing/configuring hubs, switches, routers, bridges and other networking infrastructure.
- B. Skill at working in a multi-site switched and routed environment.
- C. Skill with LAN, WAN, WLAN, and WWAN design and implementation.
- D. Skill with network capacity planning, network security principles, and general network management best practices.
- E. Highly self-motivated and directed.
- F. Keen attention to detail.
- G. Skill at working in a team-oriented, collaborative environment.

4. Abilities Requirements:

- A. Ability to conduct research into networking issues and products as required.
- B. Ability to communicate both orally and in written form.
- C. Ability to analyze and problem-solve.
- D. Ability to effectively prioritize and execute tasks in a high-pressure environment.
- E. Ability to present ideas in business-friendly and user-friendly language.
- F. Ability to provide excellent customer service.
- G. Ability to establish and maintain effective working relationships with supervisors, co-workers, users, and other staff.
- H. Ability to effectively communicate on a one-to-one basis and with groups to obtain or provide information related to user needs.

5. Physical Abilities Requirements:

- A. Ability to be available for standby and/or callback.
- B. Ability to sit for extended periods of time.
- C. Ability to gather, analyze, and organize information.
- D. Ability to read, analyze and interpret technical diagrams and written procedures.
- E. Ability to coordinate multiple tasks efficiently.
- F. Ability to occasionally stoop, crouch, recline, climb ladders and reach above shoulder height when installing equipment and inspecting cables in floors and ceilings.
- G. Ability to lift and transport moderately heavy objects weighing up to 50 pounds.
- H. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- I. Ability to attend work on a regular basis.
- J. Ability to transport oneself to and from City of Duluth facilities.

Generalist: MS	Class:	Union: Basic	Pay:	CSB: 20130305
CC:	Res:	EEOC:	EEOF:	WC: