



ADMINISTRATION

101 Town Center
Bella Vista, Arkansas 72714
Phone: (479) 876-1255

DATE: AUGUST 19, 2016
TITLE: NETWORK ADMINISTRATOR
DEPARTMENT: ADMINISTRATION
REPORTS TO: MAYOR
FSLA STATUS: SALARIED, EXEMPT

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to, attendance, getting along with others, working a full shift, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act. Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

A. SUMMARY

Under the direction of the Mayor, the Network Administrator is responsible for the maintenance of computer hardware and software that comprises a computer network. The Network Administrator is responsible for planning, installing, configuring and maintaining all hardware and software systems. This normally includes deploying, configuring, maintaining and monitoring active data network or converged infrastructure environments and related network equipment.

B. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides outstanding customer service to City employees, maintains positive and effective working relationships with other City department leaders and employees, and has regular reliable attendance that is non-disruptive.
- Ability to work independently and to make sound judgments and decisions.
- Ability to communicate clearly and effectively both verbally and in writing.
- Ability to effectively present information, respond to questions, and confer with Departmental user groups.
- Oversee administration and security of a Local Area Network (LAN) and a Wide Area Network (WAN) encompassing multiple operating systems.
- Prepare and coordinate the City's disaster recovery plan and business continuity plan as it relates to the City's technology needs.
- Oversee development of needs assessments for IT infrastructure; facilitate and lead efforts to administer the life cycle of IT assets, ensuring the appropriate technology is available and utilized.
- Oversee the development and implementation of all technology systems and processes ensuring interoperability of the architecture, systems, and applications.
- Assess priorities and adjust schedule as necessary to meet both service and project goals.
- Provide oversight of GIS function and services.
- Respond to common inquiries or complaints from users.
- Ensure responses to service requests are meeting departmental and city-wide metrics as it relates to any new or existing service level agreements.
- Provide monthly metrics about the IT business to City management, public groups or elected officials.
- Maintain the annual project portfolio for the City's IT projects and report out the status of all current and upcoming projects on a bi-weekly basis.

- Coordinate project management activities within the City and ensure that project management methodologies are in place for the successful execution of projects within IT.
- Develop procurement of IT applications and business processes in view of evolving technology.
- Prepare annual IT division operating and capital budgets.
- Provide security/maintenance and oversight of data security and access (both internal and external).
- Coordinate services with any other departmental operation to ensure a seamless operation of technologies within the City.
- Performs other duties as assigned.

C. KNOWLEDGE, SKILLS, ABILITIES

- Experience supporting, implementing and administering networks such as current version of Microsoft Windows software and server, Active Directory and Group Policies (GPO).
- Experience supporting Windows desktops/laptops.
- Experience supporting I-Pad tablets.
- Demonstrated experience of building operating system images for multiple hardware platforms.
- Strong Systems Center Configuration Manager (SCCM) and WSUS experience.
- Demonstrated experience with operating system and application patching / updates.
- Experience managing Microsoft exchange supported environments.
- Experience managing Android and I-Phone smartphones, and other wireless devices.
- Strong knowledge of Active Directory, Group Policies and scripting.
- Experience to develop workflows based on incident, change, and problem procedures.
- Demonstrated experience with IT Service Management tool responsibilities.
- Demonstrated experience strategically planning network systems.
- Ability to manage multiple projects, activities and tasks simultaneously.
- Demonstrated ability to support networked printers and photocopiers.
- Demonstrated experience using network routers, switches and firewalls.
- Extensive knowledge of Cisco IOS, Microsoft OS, VMWare, and Microsoft Active Directory required.

D. MINIMUM QUALIFICATIONS

- Bachelor's Degree (B.A. or B.S) and at least five (5) years of directly related experience with a minimum of three (3) years of project management experience required. A Bachelor of Science (B.S.) degree in Information Technology or related field is preferred.
- Preferred Certification(s): Microsoft Certified System Administrator (MCSA), Microsoft Certified IT Professional (MCITP), Microsoft Certified Systems Engineer (MCSE), CompTIA A+ and/or Network +.
- Must successfully pass criminal background check, including but not limited to convictions, guilty pleas, or no contest pleas to violent offenses, theft offenses and any offense under A.C.A § 21-15-103 OR A.C.A § 21-15-111.
- Communicate effectively with others orally and in writing, at times under complex conditions that require good judgement.
- Possess a valid driver's license.
- Must be familiar with VMWare, Windows Services, EMC Storage area networks, and desktop computers, firewall switches, and routes, wireless access points, MS-SQL Server, Office 365 with hosted e-mail, MS-Office applications, MS-SQL reporting services, and Teleforms. For those items that are City specific applications, the individual must have demonstrated knowledge of comparable systems, and have the ability to learn any City specific systems and/or applications in a timely basis.

- Utilize mathematics involving the application of fractions, percentages, ratios, and proportions to practical situations.
- Possess highly developed organization skills including the ability to effectively multi-task and prioritize with little to no supervision.
- Possess excellent analytical, problem-solving and decision-making skills.
- Possess project management skills necessary to define, implement, and manage complex technical installation and operational projects involving coordination between and among diverse internal groups.
- Establish and maintain effective working relationships with vendors.
- Utilize diplomacy and tact in order to build rapport with employees at varying levels of the organization. Must be able to foster open dialogue, encourage collaboration and motivate others.
- Ability to pass City required drug test.

E. PHYSICAL DEMANDS

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

While performing the functions of this job, the employee is regularly required to move about the office area and external locations, regularly required to talk and hear, sit; use hands to finger, handle, or feel; reach with hands and arms; occasionally climb or balance. The employee must regularly lift and/or move up to 20 pounds. Must have vision abilities to accomplish computer and office work.

F. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing job functions. The noise level in the work environments is moderate due to frequent interruptions by phone and in person visits.

G. DISCLAIMER

The City of Bella Vista is an At-Will Employer.