

**POSITION DESCRIPTION  
CITY OF WEST LAFAYETTE, INDIANA**

**Department:** Information Technology  
**Position:** **IT Network Administrator**  
**Reports to:** Director of Information Technology  
**Category:** Full-Time/Non-exempt  
**Date:** February 2016

**Definition:**

Incumbent serves as Network Administrator for the Information Technology Department. He/she is responsible for supporting network infrastructure needs; assisting customer departments in identifying how network infrastructure can support their business goals and objectives; assisting in managing network infrastructure projects and initiatives; providing end user education and services; maintaining and operating network systems to achieve maximum efficiency, availability and reliability; recommending and designing system improvements; and functions as physical database administrator, security administrator, and/or network administrator; and performs related work as required.

Assignments at this level typically focus on administration, maintenance, operation, troubleshooting of network systems and equipment such as servers (both physical and virtual), storage systems, backup and recovery systems, LAN/WAN, communication circuits, telephony, video equipment, mobile devices and monitoring and diagnostic software and security management systems.

**ESSENTIAL JOB FUNCTIONS AND DUTIES:**

- May provide direction to assigned staff, in some departments, including setting priorities and following up, ensuring completion of work.
- Monitors assigned server, LAN/WAN, communication systems and operations, checks for error and warning messages and takes corrective action. Monitors, designs, installs, and documents LAN/WAN communication networks, including hardware, software, communication circuits and network infra-structure.
- Resolves problems related to application software, operating system, hardware, router and switches, printing, and networks; refers major system problems to appropriate specialties.
- Assists department users in evaluating strategic information technology options and identifying potential technology applications, including designing and laying out large-scale, complex systems for installation.
- Installs, configures and maintains new and/or upgraded operating systems, applications, protocols, remote access, and network software and hardware.
- Performs backups and other routine administration duties, such as analyzing software conflicts and hardware problems, and providing support for modification and maintenance of specialized systems.
- Serves as liaison and represents department in meetings with other departments, contractors, vendors and other agencies.
- Adds users, assigns identification and access levels.
- May manage design, acquisition and installation projects and develop projected costs for information technology projects.
- Maintains knowledge of the field, including learning new and existing software, applications, databases and hardware through formal, informal, on the job training, and self-study.
- Performs related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

- Completion of two (2) years of college-level work in information systems, computer science, or a closely related field. OR completion of two (2) years of college-level work in any subject and two (2) years of technical work experience, or completion of a Microsoft Certified IT Professional or Cisco Certified Network Administrator certificate program and two (2) years of technical work experience.
- Experience with Microsoft Windows operating systems, specifically Active Directory, Group Policy, DHCP, and DNS. Experience with server virtualization from a datacenter perspective.
- Working knowledge of and ability to make practical application of standard principles of computer system and network administration, including knowledge of policies, procedures, and resources necessary to research, design, recommend, install, and maintain system hardware and software to increase user productivity and quality of services.
- Working knowledge of network, server, storage, telephony, LAN/WAN, router, and switch configuration and administration; application of OSI model.
- Working knowledge of network monitoring and alerting systems, network security management systems, mobile device management, network equipment operating systems, secure remote access technology, and disaster recovery and backup/recovery systems.
- Working knowledge of techniques of project planning and management, techniques for explaining technical concepts to non-technical users, and knowledge of basic lead supervisory techniques.
- Ability to effectively communicate orally and in writing regarding complex concepts involving computers with co-workers, other city personnel, vendors, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
- Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.
- Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.
- Ability to work alone with minimum supervision and with others in a team environment.
- Ability to work on several tasks at the same time and work rapidly for long periods, occasionally under time pressure.
- Ability to understand, memorize, retain, and carry out written or oral instructions and present finding in oral or written form.
- Ability to plan and lay out assigned work projects, work on several tasks at the same time, and complete assignments effectively amidst frequent distractions and interruptions.
- Ability to serve on 24-hour call and respond swiftly, rationally, and decisively to emergency situations.
- Ability to establish and maintain effective working relationships with those contacted in the course of the work.
- Ability to occasionally work extended, weekend, and/or evening hours and occasionally travel out of town for training, sometimes overnight.
- Possession of a valid Indiana driver's license and demonstrated safe driving record.

### **DIFFICULTY OF WORK:**

Incumbent performs a broad range of duties involving complex and complicated considerations and problems. Incumbent works according to established procedures of Department, exercising judgment in identifying and resolving computer problems and setting project priorities.

### **PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other city personnel, vendors, and the public for purposes of exchanging information and providing training and assistance.

**PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment involving close vision, color perception, hearing sounds/communication, handling/grasping/fingering objects, and occasionally lifting/carrying objects weighing less than 50 pounds, crouching/kneeling, reaching, bending, and working in awkward positions and in confined areas. Incumbent works with electrical components and must take safety precautions to avoid injury to self and others.

Incumbent occasionally works extended, weekend, and/or evening hours and occasionally travels out of town for training, sometimes overnight. Incumbent serves on 24-hour call for emergencies.