CITY OF WEST LINN

JOB DESCRIPTION

Job Title: NETWORK AND SYSTEMS TECHNICIAN I

GENERAL FUNCTION:

Position assists in the administration of the City's entire network including all networks, systems, applications, databases, and telecommunication hardware, software and infrastructure. This position which reports directly to the Chief Technology Officer (CTO), will receive task assignments, coordination, and supervision from the CTO. The Network and Systems Technician III may assign tasks and coordinate work flow.

DUTIES AND RESPONSIBILITIES

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Contributes to a positive work environment.

2. Assists in performing administrative functions for the entire City network and all associated systems, applications, databases, and telecommunication hardware, software, and infrastructure; including:

    a. Functions for the City's multiple servers, including administering system-level security procedures; establishes and maintains user accounts, assigns file permissions and establishes password and account policies; installs, upgrades, configures, tests, maintains and supports operating system software in production, development, test, and training environments; troubleshoots and resolves system hardware, software and communications problems; creates shell programs and utility scripts; reviews performance logs, and monitors and performs configurations and adjustments to enhance server performance; performs automated and manual backup and restore processes.

    b. Functions for the City's interoperating LAN/WAN, including the maintenance of network functionality and the research, acquisition, installation, upgrade, configuration, integration and troubleshooting of network software and network devices; fine-tunes hardware and software to optimize network performance and functionality; administers the firewall, routers, and switches; administers network security.

c. Functions for the City's telecommunication and voice mail systems, including the maintenance, installation, upgrade, configuration, integration and troubleshooting of all phone system hardware and software, setting up and modifying phone number assignments, phone trees, voice mail accounts, and greetings.

d. Functions for the City's enterprise-wide applications (email, financial, etc.) and databases including administration of system-level security procedures; establishes and maintains role-based security, assigns file permissions and establishes password and account policies; installs, upgrades, configures, tests, maintains and supports application and database software upgrades and patches in production, development, test, and training environments; reviews performance logs and monitors system performance; troubleshoots and resolves system hardware, software and communications problems; creates shell programs and utility scripts; performs configurations and adjustments to enhance database file capacity; performs database backups and restoration processes.

e. Assisting in the installation, configuring and testing of software packages; provides user support, conducts user software and hardware training and works with City staff to formulate technology solutions and ensure the effective safeguarding and sharing of enterprise data.

f. May take the lead or assist in evaluation requests for hardware and software; researches and recommends solutions to technology needs, compatible with the City's technology architecture and infrastructure and resource constraints.

g. Assisting in drafting Requests for Proposal for hardware or software; solicits quotes and recommends products and vendors; processes purchase requests.

h. As assigned, establishing and maintaining documentation and topology maps of the City's network and systems architecture, operating systems software, devises and communications specifications.

3. As assigned, acting as lead project manager for network, systems, and telecommunication projects including development and maintenance of project plans; schedules; demo and test scripts and issues lists; staff and vendor resource coordination, documentation of process and results, etc.

4. Assisting in the administration of vendor hardware and software maintenance contracts.

5. Responsible for remaining up-to-date with new equipment and technical developments in the field of computer technology.

6. Provides help desk and user support as needed, and fulfills other duties as assigned.

7. Contributes to the development and implementation of long-term plans, goals and objectives to achieve City technology priorities.

8. As a member of the IS team, participates in the development of City standards and policies for hardware and software.

SKILLS AND EXPERIENCE:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)

1) Job Preparation:

a) Education:

Graduate of a two (2) year college with an Associates degree in Information Technology or business administration. Microsoft Certified Systems Engineer/Administrator (MCSE/MCSA) and Cisco Certified Network Professional (CCNP) certification preferred.

b) Administrative Level Knowledge:

Knowledge of hardware, software, and information technology practices, principals, policies, and techniques used for the delivery, monitoring, licensing and compliance, documentation, tracking, and support of enterprise-wide, workgroup, and desktop systems, applications, solutions, and tools, in the following functional areas:

- Server and desktop operating systems;
- Network, remote access, and security systems;
- Database, Internet, and Email systems;
- Office products;
- Telecommunication systems;
- Disaster planning and recovery systems;

- File and data storage, backup and recovery systems;
- Project planning and management;
- Hardware, software, and infrastructure installation, configuration, upgrades, patching, and maintenance.

See the Network and Systems Technician Technical Skill Requirements document for a list of the specific software, hardware, and other technology-related tools and environments that the employee will work with and be expected to have demonstratable knowledge and expertise in.

c) Experience:

Three (3) years or more and current demonstrable experience as a Network and Systems Technician on a medium size or larger network of servers, desktop systems, storage, telecommunications, and network devices, systems, and solutions, using current technologies.

Position requires a sufficient degree of experience and or education that clearly demonstrates the employee's ability to successfully perform the tasks and skills outlined in the job description.

d) Skills:

To perform the job successfully, an individual must be able to demonstrate the competencies as outlined in the Information Services Department Operations Manual.

2) Supervision:

Received: Work is performed (often independently) under the direction of the CTO or designee who communicates broad policies and assigned activities. Tasks will be assigned, coordinated, or supervised by the CTO, Network and Systems Technician III or II. Work is reviewed for effectiveness, results obtained, and conformance with identified expectations, and established rules and regulations.

Exercised: Supervision of others is not a requirement of this position.

3) Communication:

Requires excellent communication skills. Oral and written communication must occur between the Network and Systems Technician and the CTO and NSA on a regular basis (daily, after hour and weekend, emergency, and more often if needed.) Relationships that must be maintained include direct communication with all City staff, vendors and other computer technology groups. May also be required to provide information orally and in writing.

4) Cognitive Functions:

When assisting in the implementation of new policies and procedures, an employee in this position must successfully recognize and define problems. Alternative solutions must be considered and short and long term action plans must be developed and sequenced. Must have the demonstratable ability to effectively and collaboratively meet the operational needs of the City and the Information Services Department. Decisions most often made in the course of duty may have significant impact to operational capacity and performance and in the safeguarding of all computer operating systems.

5) Working Conditions:

- Normal office work environment.   Occasional heavy lifting (up to 50-75 pounds) is required of this position.

- Work schedule is usually normal business hours. Additional evening and weekend work hours may be required.

6) Resource Accountability:

Position is involved in the safeguarding and maintenance of network securities, licenses, and inventories of all City hardware and software, as well as ensuring the safeguarding of all computer operating systems and is accountable for any actions that may put the City at risk or expose the City in these areas. Employee is expected to exercise cost effective use of City resources.

The job classification description does not constitute and employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.