



NOW HIRING

IT – Network and Security Administrator

SUMMARY:

Under the direction and supervision of the Director of Information Technology, the Network and Security Administrator will be responsible for the day-to-day operation and maintenance of the Village's network infrastructure. Responsibilities include configuring, installing, patching, securing, and documenting enterprise network devices and ensuring end user network connectivity. The ideal candidate will be an organized, motivated, and energetic problem-solver, with good customer service skills. The candidate will demonstrate the ability to work in a highly technical team setting but also be responsible enough to work with minimal supervision.

ESSENTIAL DUTIES and RESPONSIBILITIES:

- Establish appropriate network connectivity of all servers, workstations, firewalls, telephony, and other network devices.
- Configure, support, and maintain the Village's wired and wireless network infrastructure (switches, routers, access points) networks to ensure their smooth and reliable operation for fulfilling business objectives and processes
- Monitor network performance and troubleshoot problem areas as needed.
- Develop, implement, maintain, and oversee enforcement of policies, procedures, and associated plans for system security administration and user system access based on industry-standard best practices.
- Assist in developing a disaster recovery and business continuity plan. Identify and prioritize system functions required to promote continuity and availability of critical business processes such that in the circumstance of system failure critical business functions are restored or recovered promptly.
- Recommend, schedule, and perform security and network improvements, upgrades, and/or purchases.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.
- Design and deploy Village LANs, WANs, and wireless networks, including servers, routers, firewalls, switches, UPSs, point to point wireless radios, on premise to cloud connections and other hardware.
- Monitor system and security logs, activity, and network traffic for suspicious behavior; performs remediation tasks as necessary. Perform risk assessments, such as vulnerability and penetration tests, to ensure security measures identify and defend against threats.

- Create and manage documentation for reporting or auditing purposes concerning cybersecurity, including cybersecurity incident response plans, after action reports, lessons learned, or other relevant information concerning potential cybersecurity events.
- Responsible for the deployment and configuration of networking equipment including switches, routers, load balancers, network security devices, and wireless access points across multiple sites;
- Support and troubleshoot Village's Local Area Network (LAN), Wide Area Network (WAN), Firewall, VoIP and wireless systems to ensure quality, security, and stability. Troubleshoot complex network issues using various network analysis tools;
- Assist with the management, installation, configuration, patching, maintenance, and monitoring of the physical and virtual Windows server environment;
- Maintain and administer VMware infrastructure, including capacity planning;
- Administer Active Directory (including Group Policy configuration), DNS, & DHCP;
- Support Azure Active Directory (AAD), Exchange Online and O365;
- Involvement with threat protection, email security, EDR, and endpoint security management;
- Maintain integrity and availability of data backup and disaster recovery systems;
- Routinely assist with resolving end user IT work order tickets and provide troubleshooting for Village applications, printers, and computing devices
- Participate in cybersecurity architecture strategy development in alignment with business and IT objectives

OTHER Duties / Additional Job functions

- Proactively work to improve end user experience and maintain working relationships with end users to provide technical solutions to business problems;
- Monitor, maintain, and support the Village's physical and virtual server environment
- Coordinate with vendors and consultants to resolve complex issues;
- Assist with providing solutions on Zero-Trust network security models;
- Responsible for promptly keeping Director of Information Technology apprised on any outstanding system related issues, security issues, new requirements or resource needs;
- Work with Director of Information Technology to establish and execute IT goals, plans and objectives that support the Village's vision;
- Develop and maintain network diagrams and maintain KB documentation as it relates to network and system changes;
- Perform other duties as assigned by the IT Director or Executive Director
- Perform regular network auditing and log analysis to ensure security and regulatory compliance (HIPAA, PCI, CJIS)
- Maintain Microsoft and third-party software patch levels on Village computers and servers
- Provide end-user technical support as needed
- Be available for limited on-call and after-hours support as needed

RECOMMENDED EXPERIENCE:

- Strong skills in Microsoft Networking, Active Directory, Group Policy, DNS, and DHCP
- Strong networking skills including layer 2/3 routing, switching, and VLANs (Cisco-Meraki/FortiNet preferred)
- Working knowledge of telecommunication technologies (PRI, SIP, VOIP, POTS)
- Experience with ShoreTel/Mitel or other VOIP phone system
- Knowledge/use of tools to analyze, diagnose and resolve network issues

Knowledge, Skills and abilities**QUALIFICATIONS:****Required**

- In-depth, hands-on knowledge of and experience with LAN, WAN, WLAN, WWAN design and implementation.
- Identifying gaps in existing enterprise infrastructure and designing security architectures to mitigate threats.
- Cybersecurity designs for systems, networks, and multi-level security requirements or requirements for processing multiple classification levels of data.
- Broad hands-on knowledge of firewalls, intrusion detection systems, anti-virus software, data encryption, and other industry-standard techniques and practices.
- Minimum 5 years experience configuring and managing network switches and routers including layer two and layer three routing and switching, VLAN trunking, etc.;
- Minimum 5 years Firewall experience, including but not limited to ACLs, NATs, VPNs, Firmware Upgrades, Failover Tests, Vulnerabilities and Threats
- Knowledge of information technology (IT) security principles and methods (e.g., firewalls, demilitarized zones, encryption) and network security elements per security standards and guidelines;

ABILITY (to):

- Maintain a high level of communication with Village leadership, supervisors, and staff, working proactively to understand their needs and to align technology-related decisions with the organization's goals.
- Identify areas for improvement and implement and maintain new or improved services to meet changing technical and customer requirements.
- Solicit and apply customer feedback (internal and external) in order to improve processes, products, and services.
- Write reports, business correspondence, and procedure manuals.
- Provide after-hours support for emergencies, scheduled on-call rotation, and occasional weekend maintenance.
- Exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable or verifiable criteria.

Training and Experience

- Bachelor's degree from an accredited college or university in Computer Science, Information Systems, Engineering, or Telecommunications, and 6+ years of experience with relevant industry standard certifications such as CCNA/CCDA/CCNE/CISSP
- Experience in local, county, or state government is highly desirable

SALARY/BENEFITS:

Starting wage is dependent on experience and qualifications. This full-time exempt position has a pay range of \$98,603-\$133,114, with an anticipated starting salary of \$98,603-\$115,859. A full range of benefits offered including IMRF pension benefits.

HOW TO APPLY:

Email your application and resume along with a cover letter to:

humanresources@goplainfield.com

Hard copies may be dropped off or mailed to:

Village Hall
24401 W. Lockport Street
Plainfield, IL 60544.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. This job description is subject to change by the employer as the needs of the employer or the position outlined herein change.

The Village of Plainfield is an Equal Opportunity Employer and encourages persons of diverse backgrounds to apply for available positions.