



CITY OF ROLLING MEADOWS

Position Description

Position Title: Network Administrator
(Title Change 2020)

Reports to: Information Technology
Coordinator

Job Status: Full Time

Supervises: None

Department: General Government

Pay Grade Assignment: P-7
(per AFSCME Jan. 1, 2020 Pay Plan
FY2020 – Hourly Wage \$24.2750-
\$34.6777)

FLSA Classification: non-exempt

Date: March, 2020

Position Purpose:

- This is a professional position whose primary responsibilities are the protection and management of the technology infrastructure for the City of Rolling Meadows. The position also provides advanced support for hardware and software issues as well as assists the IT Coordinator in evaluating and installing new software and hardware programs.

Essential Position Duties:

- Perform Network Administrator tasks associated with the City's network and email systems.
- Responsible for ensuring the security and proper operation of the local and wide area network, network operating systems and infrastructure. Ensures all network and infrastructure equipment is secure and its health is checked on a regular basis.
- Regularly monitors security on all network and infrastructure systems. Responsible for the physical and electronic security of computer and technology systems, networks and connections.

- Manages and monitors the telephone systems for problems, this includes the Voice over IP (VoIP) and Cellular (phones and broadband devices) Systems. Troubleshoot and repair connectivity issues for emergency response systems and vehicles, regular desktop handsets and mobile phones/tablets.
- Manages, monitor and maintain the City's virtual environments including virtual servers, storage, host systems, high availability, backups, recovery, capacity planning, and new implementations.
- Responsible for setup and maintenance of wireless communication devices.
- Test, monitor and troubleshoot network operations and performance including cabling and configuration
- Provide user support and training on desktop applications such as Word, Excel, Access, third party systems and internal applications.
- Assist the Information Technology Coordinator with administrative tasks such as purchasing and record keeping.
- Coordinate employee computer and phone training through scheduling classes, training, manual development and employee technical assessment.
- Log and track trouble calls and maintain the internal online support knowledgebase.
- Monitor and track the hardware and software inventories.
- Document and test procedures as they pertain to computer related tasks such as system backup, Internet security, etc.
- Perform daily operational tasks such as system backup, answering console messages, loading paper, changing toner, downloading files and other related tasks as required.
- Assist in the development and implementation of the City's Internet and Intranet websites.
- Test, monitor and troubleshoot network operations and performance, when needed.
- Assist in the development and implementation of the Information Technology Plan and solutions for City Departments.
- All other duties as assigned.

Competencies:

- Technical and practical expertise with Microsoft Windows operating system and Microsoft Office application suite.
- Working knowledge Windows Server, Active Directory, Microsoft Exchange, Cisco Call Manager, Meraki, VMware, Veeam Backup Software and Tyler Technology Software.
- Strong oral and written communication skills.
- Strong troubleshooting and problem solving skills.
- Strong personal and interactive people skills.
- Strong learning and teaching skills.
- The ability to quickly learn the user applications and then provide the support to the users.

Minimum Qualifications:

- 1-2 years practical experience performing essential position duties.
- Possession of a valid Class "D" Illinois drivers license.
- 4 year degree in Computer Science or Office Automation or equivalent work experience.
- CNE or MSP certifications desired.

Environmental Conditions:

- The majority of the work environment is indoors in an office setting; some exposure to the outdoors when traveling to other office locations.
- A reliable vehicle to be used to travel between City buildings.

- Work hours are typical business hours with some work on weekends and at night.

This position specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position 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 (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.
