

TITLE: Network and Systems Administrator

IT/1

DEPARTMENT: Information Technology, City of Franklin

JOB SUMMARY: This position is responsible for the administration of the City's information technology network and systems.

MAJOR DUTIES:

- Installs, maintains, and troubleshoots workstations, servers, printers, scanners, copiers, and other related devices.
- Performs inter- and intra-net Web site development.
- Updates community cable channel information.
- Performs local area network and wireless area network troubleshooting, documenting, maintenance, and design.
- Performs disaster recovery creation and maintenance activities.
- Supports user departments with their needs and goals.
- Installs, troubleshoots, and updates various software applications.
- Trains users.
- Attends training seminars and conferences; reads job specific literature.
- Attend City Council meetings to live stream on the City's YouTube Channel and PEG Channel.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of the principles and practices of network installation, maintenance, and repair.
- Working knowledge of Office365.
- Working knowledge of website content management systems such as Umbraco.
- Working knowledge of SharePoint.
- Working knowledge of email firewalls such as Barracuda.
- Working knowledge and implementation of LAN and WAN troubleshooting, system maintenance, design and VLAN design.
- Knowledge of the current trends, literature, and developments in the field of information technology.
- Skill in oral and written communication.

- Skill in the installation, repair, and maintenance of information technology networks and systems.
- Skill in comprehending, understanding, and interpreting complex and technical information.
- Skill in the training of end users.
- Detailed knowledge of firewall technology (Cisco ASA preferable).
- Working knowledge of VOIP Technology and Infrastructure (Cisco UCM preferable).
- Working knowledge of windows Active Directory Infrastructure.
- Working knowledge of virtual machine software such as Hyper-V or VMware.
- Working knowledge of Microsoft Exchange (2013 or later preferable).
- Working knowledge of backup infrastructure software (VEEAM preferable).

SUPERVISORY CONTROLS: The City Manager assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES: Guidelines include City retention policies and internet and network use policy. These guidelines require judgment, selection, and interpretation in application. This position develops department guidelines.

COMPLEXITY: The work consists of varied network and systems administration duties. The amount of work to be performed contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to administer the City's information technology network. Successful performance in this position contributes to the efficiency of City operations.

PERSONAL CONTACTS: Contacts are typically with other City personnel, vendors, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, provide services, and negotiate or justify matters.

PHYSICAL DEMANDS: The work is typically performed while intermittently sitting, standing, bending, crouching, or stooping.

WORK ENVIRONMENT: The work is typically performed in an office. The employee is exposed to machinery with moving parts.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree or any combination of related experience in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain a valid driver's license for the type of vehicle or equipment operated.