



CITY OF CHINO

Information Technology/Network Administrator

Definition:

Under general supervision, this management level position is responsible for implementation, management, and support of Citywide network infrastructure, network servers, and IP based phone system; resolving Help Desk user issues and inquiries; performing a variety of technical duties involved in installing, testing and maintaining the City's computerized information systems including all computer workstations and peripherals, and software used by staff.

Class Characteristics:

The Information Technology/Network Administrator completes duties within a broad framework. The position requires focus, resourcefulness in accomplishing goals and objectives; taking a creative approach to responding to non-routine requests and issues; independent initiative to perform work without being directly assigned; and, performing a full range of complex and routine technical assignments requiring the exercise of good judgment.

Essential Duties:

- Perform advanced Active Directory administration functions including Group Policies.
- Install/configure/troubleshoot Cisco network switches, bridges, routers, hubs, wireless access points, and security appliances.
- Administer Cisco IP-based PBX: manage call routers, IP phones (wired and wireless), voice gateways, Jabber, and IP communicator.
- Manage desktop imaging\deployment services.
- Manage web filtering and internet filtering.
- Manage and maintain virtual host servers including networks, storage, access, updates, and upgrades.
- Manage server storage utilizing storage area networks.
- Administer interconnected devices on data network, including maintaining security and necessary client connectivity.
- Provide user support on various hardware and software issues in a timely manner; conduct break/fix analysis; troubleshoot and correct technical problems; perform repairs; and escalate support needs as necessary to avoid unnecessary delays.
- Assist in ensuring all City employees are able to use available computer programs and equipment as required for the effective completion of work assignments.
- Coordinate with vendors to acquire, manage, and support various software products; advise users on software updates; and assist users in accessing vendor support as necessary.
- Obtain bid requests and procure hardware and related equipment.

Information Technology Analyst

- Configure, install, repair and troubleshoot issues related to hardware performance in a data center environment.
- Install, configure, upgrade, troubleshoot, repair and replace desktop computers, computer components, software, and peripheral devices.
- Maintain work order documentation, technical schematics, and diagrams.
- Perform installation of detailed, client-specific configurations for hardware residing on servers, mainframes, and operating systems.
- Stay current and up-to-date with new technology.
- In the absence of the Information Technology Manager, may perform duties related to supervision and coordination of division activities.
- Assist with delegation of tasks to other IT personnel.
- Interact with co-workers at all levels in the organization in a collaborative and customer-service oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills and abilities to perform the essential duties of the position. A typical example includes:

Education:

- High school diploma or equivalent (required).
- Bachelor's Degree in computer science, management information systems or a related field (desirable).
- Current Cisco Certified Network Associate and/or Cisco Certified Network Profession certification or equivalent experience (desirable).
- Current Microsoft Certified Solutions Associate certification or equivalent experience (desirable).

Experience:

- Five (5) or more years of progressively responsible experience working with computers, network hardware, and advanced network topologies.
- Experience with core Microsoft products such as Window Server, Active Directory, SQL Server, and Exchange.
- Enterprise backup solutions.

Knowledge/Skills:

- Advanced knowledge of server and desktop virtualization.
- Proven knowledge in Layer 2 and 3 network devices.
- Experience in configuring routing protocols.

Information Technology Analyst

- Command Line utilizing PowerShell, command prompt, Cisco IOS, telnet, TFTP.
- Virtual Private Network solutions and methods.
- Network server services such as DHCP, DNS, and WINS.
- Cisco Unified Communications Manager and all related hardware.
- Use and operation of complex business applications and software systems, including Microsoft Office Suite, SQL Server, Exchange, Active Directory, Crystal Reports, Microsoft desktop operating systems, and public safety CAD/RMS systems.
- Principles, practices and procedures involved in the maintenance and operations of a computer network.
- Familiar with most common network physical media.

Ability to:

- Install and perform routine maintenance on computer equipment, correct configuration errors, and resolve customer/user problems.
- Operate, install and maintain computer hardware and peripherals
- Manage/troubleshoot GPOs, replication, print services, & IIS.
- Coordinate with other technical staff to address issues related to the network infrastructure or server operating systems and identify and analyze information system needs.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Manage and prioritize multiple tasks effectively under pressure; organize tasks in a logical and systematic manner.
- Assist in the resolution of critical information system problems and complaints, requiring resourcefulness, research, and the ability to anticipate the implication of various options for resolution in order to make a final recommendation for the optimal solution.
- Demonstrate good judgment in selecting methods and techniques for obtaining solutions.
- Complete assignments requiring considerable judgment and initiative, determining appropriate methods and procedures for effective resolution of issues.
- Communicate effectively with all levels of staff and management, both verbally and in writing.
- Respond to supervision, guidance, and direction of superiors in a positive, receptive manner.
- Assist employees with varying levels of computer expertise.
- Portray a polite, helpful, professional and courteous demeanor at all times.
- Supervise and coordinate the activities of assigned personnel.
- Perceive hazards and follow workplace safety practices.

Special Requirements:

- Receive satisfactory results from a thorough background investigation, including polygraph; a physical examination, which includes a drug screen; and, an administrative review.

Physical Profile:

Category I; 4

Link to description [here](#)

Employee Unit:

Unrepresented Management

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