Job Description

Job Title:	Network Administrator	Classification:	Classified
Department:	Information Technology	Grade:	340
Occupational Group:	Information Technology	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; manages, maintains, and evaluates computer networking and telecommunications systems. Installs, configures, and maintains computer servers, Microsoft Enterprise User Accounts, and Virtual Private Network (VPN) user accounts and databases.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Administers computer networks, including hardware/software (HW/SW) support and training.
2. Plans, designs, and implements data connectivity for Local Area Networks (LAN) and Wide Area Network (WAN) systems.
3. Develops coordination of wiring plans, LAN/WAN HW/SW purchases, system installations, back-up, maintenance, and trouble-shooting.
4. Provides network and remote connectivity HW/SW support.
5. Maintains LAN user documentation, including HW/SW applications and related logs.
6. Investigates and recommends network and server HW/SW; assists in installing, designing, configuring, and maintaining system HW/SW.
7. Analyzes and troubleshoots network logs; tracks causes and resolution; monitors usage and ensures security of data and access privileges.
8. Installs, supports, and maintains network servers and applications.
9. Establishes and maintains user accounts, profiles, file sharing, access privileges, and security.
10. Executes daily server back-up; investigates, analyzes, monitors, and resolves server and data network problems.
11. Develops and implements network support and archiving procedures.
12. Investigates and evaluates new technologies related to computer networking.
13. Assists in planning, coordinating, and consulting with vendors and clients for HW/SW purchases, products, services and support.
14. Executes scheduled network tasks; updates anti-virus definition files; monitors network servers; provides Internet and Intranet user support.
15. Contributes effectively to the Information Technology Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
16. Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Operation and maintenance of a variety of computer HW/SW associated with the LAN, PC, WAN peripherals, Internet and Intranet, e-mail systems, telecommunications, and data communications systems; information sources appropriate for use with the LAN, PC, and WAN; proficiency with Microsoft Windows and NT Server; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with computer users and other staff; verbal and written communication skills sufficient to document issues and convey technical concepts to non-technical users; Microsoft Office Suite.

Education: Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Computer Information Systems, or related discipline.

Experience: Three years of experience in a Microsoft network environment which includes system configuration, set-up, troubleshooting; planning, designing, implementing and providing user support; installing and supporting Microsoft server and Cisco network technologies and telecommunications equipment support is required. Project leadership and prior local government experience is preferred. Additional work experience may be substituted on a year-for-year basis for the educational requirements.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position and job title
Revision details: City-wide job description revision and updates: job title change from Network Manager.	