

**City of San Rafael
Job Class Specification**

Job Title: Senior Network Administrator

SUMMARY

Under general supervision of the Information Technology (IT) Manager, defines, configures, administers, and maintains the City's computer network. Functional areas include Wide Area Network (ISP relations, DNS, remote links, router selection and configuration, firewall/security, Virtual Private Network, web administration) and Local Area Network (layer 2/3 switch selection and configuration, Microsoft Windows domain administration, Microsoft Exchange mail/calendaring system administration, and backup/restore strategy), supervises the work of lower level staff, and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is an exempt, mid-management level position in the Department of Management Services. Under the general direction of the Information Technology Manager exercises independent judgment in the planning, overseeing, and reviewing of major functional areas for this Division.

SUPERVISION EXERCISED:

Direction is provided by the Information Technology Manager; and responsibilities include the supervision of technical assistance personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Works closely with the Information Technology Manager in the high-level administration and strategy design/implementation of the City's computer network.
- Takes ownership of projects, to include hardware selection and configuration, security definitions and implementation, domain administration, and web internet/intranet solutions.
- Configures the network for optimal performance.
- Identifies IT security threats and incidents; audits logs, analyzes the results from network security scans and coordinates with technical contacts and organizations to identify, investigate, respond and resolve IT security incidents.
- Coordinates with departmental management and technical support staff to plan, schedule and implement IT security solutions.
- Researches, defines, recommends, and manages VPN strategy, upgrades/additions to server farm, and server-based software upgrades and installations.
- Refines domain security model, backup/restore strategy, and disaster recovery procedures.
- Administers and provides the City's support services, maintenance, and training for computers, including the evaluation, selection, installation and maintenance of computer hardware and software and related equipment.
- Develops standards, methods and procedures for the secure configuration and maintenance of hardware and software; develops procedures for securely configuring servers and computer equipment.
- Trains employees on computer policies and procedures; maintains systems security, confidentiality, protocols, and backups; keeps accurate records, logs and documentation related to network administration.
- Assists in development, review and administration of the City's Information Technology budget.
- Prepares, manages, and monitors assigned project and program budgets. Estimates costs and impact of new technology and applications.
- Prepares reports and makes presentations related to information technology.
- Supervises day-to-day network operations of the Information Technology division;
- Coordinates with the Information Technology Manager to prioritize projects and user requests;
- Assist the Information Technology Manager in the strategic planning and direction to the IT Division.

EDUCATION AND EXPERIENCE:

Possession of a Bachelor's Degree from an accredited college in Data Communications, Computer Science, Information Systems, Network Engineering, or a closely related field plus a minimum of four (4) years of increasingly responsible experience in network and data communications, server administration, and information systems management required. Possession of a valid Class C California Driver's License required. Special certifications in server administration (such as Microsoft Certified Solutions Expert) and IT security (such as Certified Information Systems Security Professional) are highly desirable.

KNOWLEDGE OF:

- Network design, architecture, and topology; TCP/IP and other networking protocols, as well as the OSI model;
- Hardware configuration, to include routers, switches, hubs, and PC-based servers and workstations;
- Firewall and VPN solutions; Web server administration; Microsoft Windows server operating systems; Microsoft Exchange Server; Network backup/restore strategies;
- Automated task definition and scheduling;
- Network engineering and design principles, practices, terminology, trends and usage utilized by large complex organizations;
- IT security principles, practices, terminology and trends; Communications hardware and associated software such as routers, network servers, and computer integrated voice systems;
- Network services such as email transport, directory services and active directory;
- Unix, Linux, Windows and operating system administration;
- Communications protocols such as TCP/IP, UDP/IP; Routing protocols such as EIGRP, OSPF, BGP;
- Virtual local area network (VLAN) technology;
- Wireless communications technologies and wireless IT security systems;
- Scripting languages; Computer forensic tools; Vulnerability management systems; Penetration testing principles and software tools;
- Web application architectures and web application IT security vulnerabilities.
- Principles of customer service;
- Project management methods and practices, including methods of preparing designs, plans, specifications, estimates, reports and recommendations.

ABILITY TO:

- Apply current industry-standard technology toward the administration of the City's network;
- Provide broad and narrow analyses of network systems and recommend improvements; specify, configure and install complex IT hardware and software;
- Troubleshoot complex IT technical security problems and identify and recommend alternative solutions;
- Systematically document procedures and processes relating to specialized and routine tasks, and write technical documentation in a clear and concise manner;
- Document current status and progression of network systems; communicate effectively, both orally and in writing for technical and non-technical audiences;
- Analyze trends in technology and take initiative in advancing technical expertise to keep up with the constantly changing computer field; plan and monitor complex projects and multiple tasks simultaneously;
- Provide mentorship and supervision to subordinate personnel; assist in training of team members and the user community; interact positively and cooperate with co-workers, respond politely to customers, work as a team member; respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis;
- Work calmly and effectively under stressful situations.
- Meet current California law enforcement standards regarding security clearances related to background assessment and access to confidential information.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to video display and moving mechanical parts. The employee frequently works in evenings or weekends and in various environmental conditions. The employee occasionally works with use of personal vehicle. The noise level in the work environment is usually moderate.

FLSA Status: Exempt
Prepared By: Gus Bush and Deirdre Dolan
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