



CITY OF AMES
invites applications for the position of:
Network Administrator

An Equal Opportunity Employer

SALARY: See Position Description

OPENING DATE: 06/07/22

CLOSING DATE: 07/06/22 12:00 PM

GENERAL INFORMATION:

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 60,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

The City of Ames is conducting a recruitment to establish a Civil Service eligibility list for this classification for the IT division of the Finance department. The list will be valid for up to one year from the date of certification by the Ames Civil Service Commission and may be used to fill one or more vacancies in this classification. In addition, City of Ames Civil Service employees who have previously held Civil Service status in this classification and are interested in voluntarily demoting or laterally transferring into the current vacancy must submit their application by the deadline.

Under the general supervision of the Information Technology (IT) Manager, the Network Administrator plans, develops, installs, configures, maintains, supports, and optimizes all City-wide network hardware, network software, and communication links. Performs other work as required.

In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to the supplemental questions. Please keep in mind that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient.

SALARY

As of July 1, 2022, the starting annual salary for this position is \$61,714, with the maximum for the range being \$89,119.

Compensation Philosophy:

The City of Ames has a compensation philosophy that the starting pay for our merit salary ranges establishes the salary for employees who meet minimum requirements of a position. The median of any merit salary range is for an employee who can reasonably meet all expectations of the position responsibilities without initial extensive training. In order for employees to have an opportunity to grow within their position, we may consider a candidate's education, experience, and skills above the minimum requirements when looking at a salary closer to or slightly above the median. The median for this position is \$75,416, annually.

Benefits

Our comprehensive benefits package can be viewed at: [City of Ames Benefits](#)

Public Service Loan Forgiveness (PSLF) Program: The PSLF Program is a federal program that is intended to encourage individuals to work in public service by forgiving the balance of their federal student loans. To qualify, the individual must have made 120 qualifying payments while employed by a qualifying employer. For more information, please visit:

[PSLF Program](#)

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Responsible for implementing network services in the Information Technology team. Responsible for the full life cycle of network and telephony equipment (delivery, management, and retirement) within the City to insure compatibility and integration with City strategies. Evaluates and implements network and telephony equipment in an efficient way. Implements, monitors, and manages the software used on all network equipment: firmware, operating system, software, security, etc. Leads all network problem escalations and interacts with vendor or third-party support to resolve problems; communicates with the affected client(s) during and after a resolution. Evaluates and implements new IT products and services. Assists the IT Manager in overall security evaluation, reporting, and planning. Shares administration with the Systems Analysts and/or Client Support Coordinator on computing and network services. Examples may include, but are not limited to: DNS, DHCP, telephony, Windows AD. Assists Systems Analysts in the support of servers and services. Plans, implements, and manages complex assignments and projects; collects and analyzes information; prepares reports; and provides project updates. Implements standard IT management processes, including change management, documentation, and password management. Work is subject to shift assignment, on-call status, and other duties as assigned.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; committing to diversity, equity, and inclusion; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respecting one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

QUALIFICATIONS:

Education and Experience: Bachelor's degree in Computer Engineering, Computer Science, Management Information Systems, or related field and at least three years of network support experience; or equivalent combination of education or experience. Experience administering switches, routers, firewalls, and access points in an Enterprise corporate network is required. Experience in supporting Windows server operating systems, Windows scripting, hypervisors, and virtual machines is preferred.

Licenses and Certificates: Valid driver's license is required. CCNA certification desired, or will be required within one year from date of hire. CCNP Enterprise certification preferred.

Knowledge, Skills, and Abilities: Knowledge of WAN circuit troubleshooting, including interacting with carriers. Knowledge of and applying skills with routing/switching technologies and protocols, specifically VLAN, QOS, subnetting, and EIGRP. Knowledge of VMware administration (ESXi, vSphere, vCenter, SRM). Knowledge of administering monitoring solutions for performance, reliability, and security. Knowledge of networking services and protocols, such as: TCP/IP, DNS, NFS, FTP, SSH, SMTP, SNMP, VOIP, SSL, and HTTP; Microsoft Active Directory & Group Policies, DNS, and DHCP; permissions, security, and alerting configurations; Certificate Authority and SSL implementation; Patching & Upgrades (Windows, Network, Storage); and Network /Firewall /Infrastructure Security.

Skill in the identification, diagnosis, and resolution of voice and data communications, wide and local area network, hardware, peripherals, network connection, and software problems; skill in the effective and efficient resolution infrastructure problems.

Ability to establish and maintain effective working relationships with co-workers and members of outside agencies; ability to deal with service calls, questions, and complaints in a friendly and professional manner; ability to communicate clearly and concisely in both written and oral

communications; ability to communicate technical concepts to non-technical persons; ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations. Ability to obtain and maintain required certification.

SUPPLEMENTAL INFORMATION:

Required Physical Activities: Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, walking, pushing, pulling, lifting, finger dexterity, grasping, feeling, talking, and hearing.

Physical Characteristics of Work: Requires sitting approximately 75% of the time, sitting and using arm/leg controls approximately 5% of the time, standing approximately 10% of the time and standing and walking approximately 10% of the time. Requires lifting of objects from 10 to over 50 pounds on a routine basis, and frequent lifting of objects under 10 pounds.

Vision Requirements: The minimum standard for use with those whose work deals largely with the use of a computer terminal, extensive reading, visual inspection involving small parts, and use of measurement devices.

Environmental Conditions: The worker is subject to both inside and outside environmental conditions and may be exposed to extreme cold and extreme heat. Also subject to noise and electrical hazards. The worker is required to work in confined spaces and in darkness or under poor lighting conditions.

Equipment Essential to the Job: A wide variety of IT such as computers, storage systems, printers, servers, firewalls, routers, access points, and switches. A wide variety of software such as desktop applications, operating systems, diagnostic software, backup and recovery software, and communications software. General office equipment such as writing utensils, telephone, mobile phone, copy machine, etc. Reading materials such as manuals, electrical drawings, and blueprints. Equipment used in the installation and repair such as manual and power hand tools, wiring cable testers, cable crimper pliers, punch down tool, fiber testing equipment, etc.

Selection Process:

The selection process consists of an evaluation of education and experience; supplemental questions; phone interview; on-site interview which will include a manager meeting and written exercise; and completion of references and a criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

****Preference may be given to applicants possessing qualifications above the minimum.****

Depending on the number of qualified candidates, the City may forego phone interviews.

HOURS:

Will be regular business hours M-F with the expectation that the chosen candidate can commit to being available if there were to be an emergency or planned event outside of regular business hours.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

Veteran's Preference Points

The City of Ames provides Veteran's Preference Points for Civil Service positions. A copy of your DD214 and, if applicable, proof of disability, must be attached with your application (or faxed to

515-239-5297) prior to the close date of the posting in order to receive Veteran's Preference Points.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

Equal Opportunity Statement:

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

APPLICATIONS MUST BE FILED ONLINE AT:

<http://www.cityofames.org/jobs>

Job #22-0224-01
NETWORK ADMINISTRATOR
KH

OUR OFFICE IS LOCATED AT:

515 Clark Ave
Ames, IA 50010
515-239-5199
hr@cityofames.org

An Equal Opportunity Employer

Network Administrator Supplemental Questionnaire

- * 1. This position prefers candidates to possess a CCNA certification, however this certification is REQUIRED within 1 year of hire.

If you already possess this certification, please provide your certification number and any current expiration date.

If you do not currently possess the required certification, please describe how you do or would meet the minimum requirements necessary to be eligible to take the exam for the certification within 1 year of appointment.

- * 2. Please describe your experience with the following areas (Questions 3-4). Include a description of your responsibilities, length of involvement, and when and where the experience occurred.

You may attach a word or PDF document to your application if you need more space to provide your responses.

I acknowledge I must answer all of the following questions completely based on what is asked in this question.

- * 3. Administering switches, routers, firewalls, and access points in an Enterprise corporate network.

- * 4. Supporting Windows server operating systems, Windows scripting, hypervisors, and virtual machines.

- * Required Question