



**CITY OF BRAWLEY
JOB ANNOUNCEMENT**

- POSITION:** Information Technology Administrator
Full time position with benefits
- SALARY:** \$5,796.46 per month
- EXAM TYPE:** Oral Interview
- DUTIES:** See job description
- QUALIFICATIONS:** Any combination equivalent to: College coursework, five years of experience in the installation, maintenance, and repair of network hardware, software and peripherals including work with enterprise systems, and demonstrated experience managing complex projects and/or technical staff positions.
- APPLY TO:** Personnel – City Administration Offices
383 Main Street
Brawley, CA 92227
(760) 351-3057
- APPLY BY:** **October 7, 2016**

Posted Sep 26, 2016

CITY OF BRAWLEY

CLASS TITLE: Information Technology Administrator

BASIC FUNCTION:

Under the direction of an assigned administrator, plan, organize and direct enterprise support and functions related to communication systems, network systems, Help Desk, Enterprise systems and servers; coordinate communications, projects, security functions, personnel, maintenance, repairs and information to meet support needs; supervise and evaluate the performance of assigned personnel.

ESSENTIAL DUTIES:

Participate in the planning, design, upgrade, installation, configuration and modification of enterprise equipment; assist in development of network design including physical and logical layout; evaluate settings to assure optimal utilization of network resources; research, recommend and implement modifications to enhance operations and network services.

Manage, monitor and maintain network infrastructure, utilization, performance and security.

Develop, manage and monitor backup, disaster recovery, and business continuity plans.

Respond to inquiries and provide appropriate detailed and technical information in support of users.

Oversee the maintenance and support of all computers and other technology equipment.

Participate in the planning, development and implementation of projects; estimate time, materials and supply needs to complete assigned projects.

Manage the development and implementation of network utilization and enterprise systems policies and procedures.

Develop and maintain visual representations and related documentation of the network architecture and design.

Research, evaluate, implement and provide recommendations concerning the purchase of new hardware and software; confer with vendors concerning product and pricing information; test software and applications to determine operational effectiveness and adaptability with current and future systems.

Manage and monitor systems, equipment, components and devices as assigned; inspect, troubleshoot, diagnose and resolve system problems and malfunctions.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

Attend and participate in various meetings, in-services and seminars as assigned.

Provide consultation and documentation on the use of enterprise systems.

Manage, monitor and maintain support models for helpdesk services.

Serve as the escalation point for major system or network problems.

Work with technical and non-technical parties to effectively communicate the issues relevant to the

effective delivery of services.

Manage and maintain the collection of data.

Assist in the establishment of Service Level Agreements (SLAs). Monitor and evaluate performance based on approved SLAs.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Management of the operations and activities involved in providing effective technical support.

Principles, theories and techniques of network design and implementation.

Networking equipment, including routers, firewalls and switches.

IP-Based communication systems.

LAN and WAN usage, implementation and network terminology.

Principles, practices, procedures, materials, methods and tools used in the installation, maintenance, and monitoring of network equipment.

Enterprise systems and products (e.g. MS Exchange, VoIP, VMWare).

Server administration, including hardware, software, and storage.

Security and intrusion detection best practices.

Enterprise system backup, disaster recovery, and business continuity strategies.

Network communication protocols and topologies to include but not limited to: TCP/IP, Ethernet, routing protocols (EIGRP, RIP, OSPF, BGP) and others.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Direct the investigation, troubleshooting, diagnosis and repair of network system malfunctions.

Inspect projects for accuracy, completeness and compliance with established requirements.

Install, configure and manage server operating systems and network services (DHCP, DNS, proxy, etc.).

Configure and manage server storage systems and data archiving devices.

Configure and manage modern phone communication systems.

Implement and manage Quality of Service (QoS) and multicast for voice and video over a network.

Configure, implement and manage enterprise hardware and software.

Manage and support streaming on network devices (Multicast, unicast, and archive).

Configure, install, and support LAN/WAN equipment.

Coordinate and manage software updates/patches for equipment and servers.

Work with vendors and technical support organizations to coordinate troubleshooting process for all related issues in a timely manner.

Provide direct support for technical services.

Assist program staff with technical design, setup, and utilization of services.

Analyze situations accurately and adopt an effective course of action.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Meet schedules and timelines.

Plan and organize work; work independently with little direction.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: College coursework, five years of experience in the installation, maintenance, and repair of network hardware, software and peripherals including work with enterprise systems, and demonstrated experience managing complex projects and/or technical staff positions.

Technical certifications in network and system administration preferred.

Environmental Factors and Conditions/Physical Requirements:

- The majority of the job duties are performed in an office-type, sedentary setting with climate control and regulated lighting.
- Required to sit or stand for extended periods.
- Required to use hands to finger, handle, grip, grasp or feel objects.
- Required to hear and speak to exchange information in person or on the telephone.
- Required to communicate verbally or in writing.
- Required to frequently lift and/or move up to 50 pounds.
- May be required to perform public speaking; travel to and from meetings, on-site visits to various locations and interact with a variety of people.
- May be required to climb ladders or steps.
- Required to work near or with electronic equipment and wiring.