Job Description
ITS4.Network.doc

Job Title: ITS4.Network

Pay Grade: 26

FLSA: Non-Exempt

Job Code: IS130

Effective Date: October 2007

Revision Date: April 2008

NATURE OF WORK

Under general supervision, administers and maintains the Lewis County network infrastructure for the Information Services Division; installs and upgrades computer hardware, software and components; provides expert technical support and training for County computer system users and technicians; troubleshoots problems and provides advanced system solutions.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Maintains the County's computer network infrastructure including data communications, access, email, systems backup, and security administration; resolves problems within scope of authority and exercises independent judgment within Department policy guidelines.

- Evaluates and analyzes network issues, and recommends and implements solutions; performs network trouble-shooting to diagnose system problems.

- Monitors network environment, access, security, functionality and utilization; resolves traffic, security, and access issues; assures optimum network performance, system integrity and maximum uptime.

- Installs and configures network hardware, software and components; verifies system functionality after implementation; updates technical documentation; tracks and monitors registrations and licenses.

- Researches, evaluates and tests new hardware and software, and provides recommendations; identifies and assesses hardware and software needs, and recommends improvements

- Maintains work log of service requests, equipment malfunctions, software errors and failures; identifies technical problems which need to be addressed by improved procedures and policies.

- Consults with users to identify concerns, and recommends changes to improve functionality; identifies current and potential network problems, and recommends technical corrections and strategies for growth.

- Responds to service requests; provides technical support to users; reviews utilization trends, identifies functional inconsistencies, and resolves operational issues and complex technical issues.

- Trains Department staff in maintenance and use of County information technology systems and facilitates cross-training in all technical skills; assists IS Technicians as needed.

- Maintains and enforces system security and confidentiality of records and information; monitors staff compliance to security procedures and County policies and guidelines.

- Maintains departmental records, reports, and documentation.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a computer laboratory and office environment utilizing computers and peripheral equipment; may occasionally be required to lift up to 20 lbs. Requires vision capacity to perform fine calibrations and differentiate between colored wires.

EMPLOYMENT STANDARDS:
Associate's Degree in Information Technology, Computer Science, or a closely related field; AND five (5) year's technical support & network administration experience.   Lewis County Government experience is preferred.

Washington State Driver's License is required. Microsoft (MCSE/MCSA) and/or Cisco (CCNA/CCNP/CCSP) professional certifications may be required.

KNOWLEDGE AND SKILLS REQUIRED:
Knowledge of:
- County policies and procedures.
- Information Services operations, policies, and procedures.
- Network administration and engineering principles including data communications protocols and topologies, computer components and device capabilities.
- Design and maintenance of MS Office and NT applications, Netware and Linux operating systems and servers, relational databases, and special software applications used in Lewis County.
- Local and Wide Area Network (LAN/WAN) administration techniques and network engineering principles.
- Hardware, software and peripheral equipment troubleshooting techniques.
- Network system access and security guidelines and procedures.
- Computer languages, technologies and protocols.

Skills in:
- Analyzing network issues, evaluating alternatives, and developing recommendations based on findings.
- Using initiative and independent judgment within established procedural guidelines.
- Working independently in a high-pressure environment with changing priorities.
- Quickly and effectively diagnosing and resolving technical problems in a network environment.
- Installing, configuring, testing, operating and maintaining computer and communications systems, peripheral equipment and devices.
- Researching, analyzing and evaluating new methods, applications, procedures and techniques.
- Following and effectively communicating technically complex instructions.
- Assessing and prioritizing multiple tasks, projects and demands.
- Establishing and maintaining effective working relationships with co-workers.
- Communicating effectively verbally and in writing.