

## CITY OF HEALDSBURG

### INFORMATION TECHNOLOGY ENGINEERING SPECIALIST

#### DEFINITION

To perform system and network administration including installation, configuration, diagnostics, security updates and maintenance on a variety of the City's servers, networks, hardware, software, data and telecommunication infrastructure including to provide support for desktops, laptops, workstations and related equipment; to research, recommend, implement and maintain new computer technologies; and to provide technical support to an assigned supervisor.

#### DISTINGUISHING CHARACTERISTICS

This is an advanced journey level classification. Employees within this class participate in designing the operating procedures and policies of the work unit and initiate various activities in response to customer and system support needs. Employees at this level typically lead teams and receive instruction or assistance only as new or unusual situations arise.

This classification is distinguished from Information Technology management classifications in that the latter classifications have overall administrative responsibility for the City's data and telecommunications infrastructure, and full supervisory responsibility for assigned technical staff.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Manager.

#### EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Research new technologies, ensuring compatibility with existing technology, making recommendations for implementation and performing cost analysis of licensing requirements

Build/configure, maintain, and secure fully functional servers, of various type (domain, security, exchange, SQL, etc.), in a virtualized environment

Build and maintain advanced configurations in a VMware / vCenter virtualized environment including VLAN, DRS, virtual network, storage, load balancing and more

Configure and maintain Physical Server Hardware, Network Accessible Storage (NAS), and Storage Area Network (SAN) hardware and configurations

Build/configure and install new network equipment to work with existing network infrastructure

Install and maintain network equipment, configurations, security updates, and management platforms for LAN, WAN, and wireless

Diagnose, troubleshoot and remediate all but the most advanced server and network issues

Recommend, configure, and deploy, as directed, network configurations in line with City needs including access control lists (ACLs), VLANS, routes, and subnetting

Manage, configure, and maintain, DNS and DHCP on appropriate network and server equipment

Install, configure, manage, and maintain cloud based server virtualization, storage, and integrations

Monitor all systems as needed for proper functionality and security; perform advanced diagnosis, and remediation or escalate as needed

Document all diagnosis, systems changes, solutions, etc. as required by department operating procedures

Create clear and concise end user documentation and instructions as needed

Create and maintain security, group policy, and active directory configuration changes for user accounts and groups, and within all appropriate applications

Install, upgrade, maintain, diagnose, troubleshoot hardware, server applications, and software of all types and at all but the most advanced/complex levels, and escalating when necessary, to meet City standards and according to SLA guidelines

Install and maintain all communications equipment including standard and VoIP phone systems, unified communications servers and services, collaboration and AV equipment and systems

Test and troubleshoot in-house cable, coordinate cabling projects, and terminate cabling as needed

Install, manage and maintain network printers, print servers, and multi-function printing/copying devices including leased copiers settings and configurations

Manage, configure, and maintain server, client, and network security systems including VPN, content filtering, anti-virus, netflow, etc.

Install, manage and maintain on-site, cloud, and/or hybrid Exchange environments including Office 365 configurations

Manage and maintain on-site and cloud based database configurations and environments including Microsoft SQL Servers

Manage, maintain, and test on site and cloud based backup solutions

Setup, manage, troubleshoot, and maintain a wide range of end user's devices including, desktops, laptops, monitors, printers, docking stations, mobile devices, tablets, and more

Resolve all advanced and lower level support requests via help desk to meet City SLA guidelines

Responsible for maintenance and upkeep of Help Desk and Inventory platforms, including maintaining accurate equipment inventory and aging reports

Carries out relevant and appropriate training and communications, tailored to audience at the direction of Information Technology Manager

As directed by management, works with outside vendors on project based implementations of all systems, servers, network and software where above duties may increase or decrease according the scope of the individual project

Performs other related duties as assigned including duties of lower level staff at the request of Information Technology Manager

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

## MINIMUM QUALIFICATIONS

### Knowledge of:

Principles and practices of new and changing computer technologies, equipment, hardware, software, applications and their application and usage.

Methods and procedures for installation, configuration, troubleshooting and maintaining a wide variety of networks, including wired and wireless networks, servers, computer hardware, software, operating systems, programs and applications.

Methods and procedures for desktop management; understanding of methods for troubleshooting, patch management and workstation refreshes and security systems.

Methods for log/system monitoring to determine which network and server errors need to be addressed and resolved.

Principles and practices of IT security, user accounts, groups and File/Folder permissions.

Principles and practices of proper grammar, punctuation and spelling.

Methods and procedures for installing and maintaining telephone and wireless communications and A/V equipment.

Principles and practices of good customer service and communications.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Perform system, network and domain administration including installation, configuration, diagnostics and maintenance on a variety of the City's servers, networks, hardware, software, data and telecommunication infrastructure including to provide support for desktops, laptops, workstations and related equipment and to research, recommend, implement and maintain new computer technologies.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.

Respond to requests and assist with problems through the IT Help desk; Explain technical details to non-technical persons.

Prioritize and implement appropriate IT solutions to customer computer problems, City networks, servers and related equipment.

Install, repair and perform physical inventories of equipment and supplies; climb ladders to access ceiling wires; bend and stoop; and use common hand tools such as screwdrivers, wire cutters, cable punch and pliers.

Drive to other buildings to install, maintain and/or repair equipment.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Five years' experience encompassing similar duties listed above, in a like-sized environment, and at least one of the following certifications: Cisco CNA or greater, Microsoft Administrator or Engineer level such as MCSE, VMware, relevant Security; or

Eight years of responsible computer IT help desk experience in supporting at least 150 users and network, server or telecommunication systems, including installation, configuration, diagnosis and maintenance, experience; or

Significant experience in at least one of the following areas is required: Cisco IOS or Meraki Networking, VMware vCenter, Advanced Windows Server environment configurations, Cloud/Hybrid Cloud Data Centers, ShoreTel Phone Systems, Service-Now.

#### Training:

Equivalent to an Associate's degree from an accredited college with major course work in computer science, information systems or a related field.

### License and Certificate

Possession of a valid California Class C Driver License is required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for

disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.