JOB DESCRIPTION

Title	**Senior Network Administrator**				
Department	Information Systems			Job Class	RU 18
Driving Required	Yes			Safety	Yes
Labor Union	Unrepresented			FLSA	Exempt
Created	Jan. 2010	Reviewed	Dec. 2022	Revised	Jan. 2023

Purpose

This position works closely with the Network Administrator, Help Desk Technician, and end users to address and resolve complex hardware and software computer issues.

Essential Functions

A person employed in this classification must possess the ability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet the job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

- Serve as point of escalation to end-user issues which are more complex in nature.

- Work closely with the Network Support Manager in tracking product lifecycles and ensure that hardware and software are replaced before reaching "end of life" or "end of support."

- Install and troubleshoot numerous end-user client devices such as desktops, laptops, tablets, printers, scanners, and other peripherals all operating 24 hours a day, every day of the year.

- Monitor network traffic and make configuration changes to physical and logical communication links, network layout, protocol management, and operating system configuration in order to optimize efficiency, ensure conformance to County policies and standards, and to maximize network security.

- Develop, administer, and maintain plans and policies relating to user security for safe access to networked systems.

- Conduct regular security testing, including coordinating and conducting network penetration testing; intrusion detection and response methods; end user phishing tests.

- Test, update and trouble-shoot operational security measures such as spam filtering, web filtering, firewall port filtering, and software antivirus / antimalware applications.

- Work closely with the Network Support Manager in developing and maintaining a disaster recovery program that prioritizes business resumption and emergency operations activities. Regularly monitor and test this plan to ensure adequate recovery point objectives can be achieved.

- Develop and maintain documentation for network design, configuration and maintenance of the County's Wide Area Network (WAN), Local Area Network (LAN), and suite of back-office software.
- Responsible for ensuring network, data, and voice connectivity is made available to remote County offices, state and federal law enforcement, public health, and other 24 hour/365-day databases.

Education & Experience

Bachelor degree, or equivalent, in computer information systems or closely related field such as information technology, computer science, computer programming, systems analysis, or data processing, including three to five years of information technology experience with increasingly responsible duties, or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and ability to perform the essential functions of the position. Must possess and maintain driving privileges in the state of Oregon.

Knowledge, Skills & Abilities

- Ability to field technical questions using proven problem-solving techniques and critical thinking skills, using online research resources and/or through coordinating with technical personnel in outside support agencies.
- Demonstrated knowledge/competency in network administration tasks, client and server operating systems, VPN technologies, unified directory and software deployment technologies, network architecture and planning, email technologies, and virtual infrastructure
- Skill and ability to communicate effectively both orally and in writing with a diverse group of users with the end goal of providing dedicated, and excellent customer service. Skill and ability to establish and maintain working relations with county staff, the public and outside agencies
- Demonstrated ability to work well under pressure, manage competing deadlines, maintain confidentiality, and prioritize tasks according to departmental and county needs.
- Ability to create and maintain documentation for both technical and non-technical audiences.

Desired Qualifications

Advanced knowledge of, and proficiency in, firewall administration, network protocols, switch configuration, routing, high availability clustering, storage area networks, Linux server administration, and database server technologies.

IT-specific project management experience related to software, hardware, and network configuration and maintenance.

Possess industry standard professional certifications such as CompTIA, Microsoft, Cisco, ISACA, or equivalent.

Previous experience with law enforcement and HIPAA protected databases and software products.

Physical Demands

Requires ability to lift 35-60 pounds (i.e., PCs, computer paper, printers) daily.

Clatsop County is committed to providing reasonable accommodations as required by the Americans with Disability Act (ADA). Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions and/or physical demands.

Working Conditions

Typical office environment. Must be able to obtain a CJIS security clearance to access and work in the jail, courthouse, and law enforcement buildings. Travel is required between outlying county buildings.

Position requires occasional overtime or schedule adjustments in order to perform computer functions when computer systems are not in use.

Supervision Received & Exercised

Works under the direct supervision of the Network Support Manager.

Although supervision is not typically a responsibility, this position may frequently assign and review the work of network administrator(s) and help desk technician(s) as assigned. This position does not include the authority to discipline, hire, fire, nor effectively recommend the same.