

SENIOR NETWORK ADMINISTRATOR (CITY OF POUGHKEEPSIE)

DISTINGUISHING FEATURES OF THE CLASS:

This is a high level technical and supervisory position responsible for the development of the City of Poughkeepsie computer infrastructure and networks. The incumbent researches and recommends critical infrastructure changes and proposes hardware for the management of bandwidth, security and LAN/WAN improvements. The incumbent also plans, coordinates and implements network strategies for infrastructure migrations, upgrades, VOIP/telecom convergence and network redundancy. The position works under the general supervision of higher level administrative staff with considerable leeway in researching and recommending products. The position will be responsible for the supervision of technical staff.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Monitors all WAN and LAN connectivity between City of Poughkeepsie user sites; analyzes use and problems, resolving as necessary;
2. Reports fiber and cable outages to the appropriate service provider and works with provider to resolve issue;
3. Protects network resources from outside threats, recommending security devices and features;
4. Configures supplier products for network integration and installs software updates and patches as necessary;
5. Acts as final technical focal point, resolving complex LAN/WAN communication issues between numerous devices involving variable protocol levels; provides alternative solutions when required and keeps management apprised of critical outages, events or situations;
6. Researches new products and technology for use in the City of Poughkeepsie infrastructure, recommending upgrades and enhancements to LAN/WAN, bandwidth, security
7. Plans and implements server maintenance by providing upgrades, backups and support for critical applications; schedules and coordinates required server changes with vendor support technicians;
8. Develop, test and implement a disaster recovery protocol for the City of Poughkeepsie network infrastructure and for remote access to critical server applications; implement, maintain and support communication links and terminals for backup center for 911 operations;
9. Develop and maintain accurate diagrams for all network infrastructure connections within the City of Poughkeepsie and with outside agencies;
10. Provides support for IP telephone convergence, analyzing network outages and latency; troubleshoots and resolves voice issues, verifies operational status of links and maintains switch port locations for ERL 911 information;
11. Supervises help desk, communications and other support staff; provides technical support to City of Poughkeepsie employees.

SENIOR NETWORK ADMINISTRATOR (CITY OF POUGHKEEPSIE) (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of various computer platforms, operating systems and software products sufficient to monitor, analyze, design and upgrade a complex multi-platform computer infrastructure and associated networks;

Knowledge of various security and recovery principals, practices, technologies and products sufficient to develop and maintain a secure computer system, including business continuity and recovery, and back up for 911 services;

Knowledge of telecommunications sufficient to oversee, analyze, troubleshoot and integrate VOIP through a diverse set of users;

Ability to identify, analyze, research and develop and implement solutions for complex problems;

Ability to exercise independent initiative and good judgment;

Ability to establish and maintain effective working relationships with staff, county employees, representatives of outside agencies and vendors;

Ability to supervise and evaluate the work of others;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Science, Information Systems or a closely related field and four (4) years of recent* full-time work experience in systems network design, implementation and support in a LAN/WAN setting;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Information Systems or a closely related field and six (6) years of recent* full-time work experience in systems network design, implementation and support in a LAN/WAN setting;
- OR: (C) An equivalent combination of education, training and experience between the limits of (A) and (B) above.

*Recent work experience is defined as work occurring within the ten (10) years immediately prior to the date of application.

Part-time work experience is not acceptable.

SPECIAL REQUIREMENT:

Possession of a New York State Driver License at time of appointment and to maintain position.

ADOPTED: 10/05/2016