



JOB DESCRIPTION

Position: Network Administrator
Reports To: Information Technology Manager
FLSA Status: Non-Exempt
Last updated: 1/25/2021

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

This position contributes to the overall success of information technology (IT) services which support Jeffcom, its member and user agencies, and organizations connected via a wide area fiber optic network. Primary responsibilities include activities related to enterprise-level network design, implementation, maintenance, and monitoring. Other duties will include hardware, software, and systems support within a large communications center.

Supervision Received:

Works under the general supervision of the Information Technology Manager.

Supervision Exercised:

None.

Essential Duties, Functions and Responsibilities

(The duties listed are intended only as illustrations of the various types of work that may be performed and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Design, install, configure, and maintain networks of medium to large scale.
- Monitor, administer, and secure networks of responsibility. Ensure network availability and the availability of services dependent on interconnectivity.
- Act as the liaison and technical expert for a wide area network supporting numerous emergency services organizations.
- Perform troubleshooting and routine maintenance of workstation and server hardware and software components.
- Assist in the planning, acquisition, and installation of new technologies and systems in a fast-paced environment.
- Assist in development and/or modification of internal policies related to use of information systems.
- Assist in determining internal needs and the acquisition of PC/networking components.
- Maintain confidentiality of all information regarded as confidential under Jeffcom policy and/or applicable law.

- Complete job-related trainings, certifications, and continuing education to sharpen and expand technical skills and knowledge as assigned and required.
- Work cooperatively in a team environment, always promoting a positive, professional image of Jeffcom.
- Maintain data files and other computer systems as necessary.
- Demonstrate knowledge of, and comply with, all Jeffcom rules, policies and procedures.
- Regular and predictable attendance is required, including the ability to work more than 40 hours in a work week, including evenings, holidays, and weekends, including being on-call as needed and promptly handling urgent calls for service regarding system problems and outages during off-duty hours.
- Perform any additional duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- A bachelor's degree in computer science or relevant field is preferred.
- Commensurate years of experience and/or relevant certifications will be considered in lieu of a bachelor's degree.
- At least five years of experience as an IT professional with most of that time spent working as a network administrator or engineer is preferred.
- Experience in a Public Safety operations environment is preferred.
- Ability to obtain CCIC/NCIC certification within six (6) months of hire. This includes being able to pass a background check and drug test.
- Possess and maintain a valid Colorado driver's license and acceptable driving record.

Required Knowledge, Skills and Abilities:

- Excellent working knowledge of networking technologies including firewall configurations, virtual private networking, and switching and routing.
- Experience working within a virtualized environment.
- Experience with telephony is preferred.
- Ability to make presentations to public groups, local government representatives, management, and boards.
- Ability to perform multiple tasks simultaneously while remaining detail oriented.
- Ability to be on call and handle urgent calls for service regarding system problems and outages during off duty hours.
- Excellent written and verbal communication skills.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:

Information Retention:

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

Work Environment and General Information:

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in communications center. Occasionally may have to work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments. Work under general supervision with supervisor available to resolve unusual or complex work problems.


ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources Manager.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.


Executive Director 1/26/2021
Date


Human Resources 1/26/2021
Date

Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

Employee Signature

Print Name

Date