



FLATHEAD COUNTY, MONTANA

Position Vacancy Announcement

POSITION: Systems and Network Administrator DATE OPENED: 01/23/2018

DEPARTMENT: Information Technology CLOSING DATE: 2/23/2018

If you have any questions about this position vacancy, call: (406) 758 - 5573

NUMBER OF POSITIONS OPEN: 1

BARGAINING UNIT: Non Union

FULL TIME REGULAR
(YEAR ROUND POSITION)

IF APPLICABLE:
TRAINING WAGE: \$ _____ per _____

PART TIME SEASONAL

STARTING WAGE: \$ 25.96 per Hour

TEMPORARY

SALARY AT:

1 YEAR STEP: \$ 26.99 per Hour

2 YEAR STEP: \$ 28.07 per Hour

3 YEAR STEP: \$ 28.64 per Hour

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.

SEE ATTACHED JOB DESCRIPTION. Additional information:

Knowledge, Skills, and Abilities emphasis:

- Network hardware/configuration; switches, routers
- EMC or similar SAN technologies
- Cisco firewalls
- VMWare Networks
- Aruba or similar enterprise wireless systems
- MS Exchange and Active Directory

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:

https://flathead.mt.gov/human_resources/apply/

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead County's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Systems & Network Administrator	Job Code:	03110
Department:	Information Technology	Pay Grade:	Stnd 37
Reports to:	Technical Operations Supervisor	FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

Department Overview: The Information Technology (IT) Department provides a reliable and secure network infrastructure to support each of the County Departments' data and voice systems. The IT Department provides support for desktop computers, laptops, printers, scanners, mobile devices, telephones and Internet services. This Department maintains the County's network equipment including file servers, storage arrays, switches, routers, fiber optic and copper cable links throughout the campus and remote offices. The IT department's programming staff provides both web and conventional programming services that allow other County Departments to function efficiently, while providing for the security and integrity of County systems and data. This Department implements and enforces the County's Information Technology policies.

Job Summary: Responsible for enterprise server management, network communications, network policy deployment, VMWare server configuration and maintenance as well as corporate wireless connectivity and monitoring and for all datacenter hardware. Additional responsibility includes: all enterprise software such as email services, spam filtering, anti-virus, active directory services, and print services, mobile device management, credit card support and some web site maintenance. Performs installation and upgrades for all server based software applications. This person is responsible for building physical and virtual servers, patching and installing all applicable hardware, software and drivers.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Coordinate projects involving installation and maintenance of the County network, server systems and communications equipment; schedule equipment repair and maintenance work with hardware vendors and County staff.
- Plan and schedule major projects such as software installations, upgrades, conversions or moves; coordinate with stakeholders including management, end users, vendors and contractors.
- Design, install, troubleshoot and monitor network operations; install and test network hardware, cabling, and connectors; configure network switches and routers.

- Install, configure and administer enterprise-level software applications such as firewalls, anti-virus, anti-malware, patch management, update services, door access and network monitoring.
- Build, patch and deploy both physical and virtual servers.
- Install, configure and monitor wireless connectivity throughout the County including wireless controllers and wireless access points.
- Provide technical support, training, information, and assistance to users in operation of hardware and software; troubleshoot and resolve problems.
- Maintain and support Microsoft technologies such as Active Directory, IIS, Exchange, SQL and file/print services. Configure and apply group policies to ensure conformance to IT policies and practices.
- Communicate with co-workers, management, other departmental employees, vendors, contractors, and members of other governmental agencies as needed to coordinate work activities, review status of work, exchange information, or resolve problems or respond to requests for service or assistance.
- Plan, develop and teach IT Orientation and other security training course programs, including presentations, materials, schedules, and users guides to train County employees.
- Provide resolutions for tickets submitted through the help desk ticketing software.
- Provide leadership and training for first level Technicians.

Non-Essential Functions:

- Perform other duties as assigned including but not limited to providing IT support to other departments in the County besides the ones normally assigned, manage special projects, attend meetings and conferences, provide backup for other staff, participate in training, etc.
- Attend conferences, workshops, and training to gather information and receive instruction on new technology in the Information Technology Field and to coordinate efforts with external vendors and partners.

Physical Demands and Working Conditions:

- The employee is constantly required to use hands to handle or feel objects and to type and use the keyboard and mouse.
- Frequently required to sit, talk, write, listen and read.
- The employee may infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.
- The employee is frequently required to lift and/or move up to 50 pounds.

- The noise level of the building is usually moderate; however, employee is occasionally subjected to loud equipment noise.
- Work is typically performed in a normal office environment.
- May require weekend or overtime work if on call or in the case of disasters, emergencies or special projects.

Supervision Exercised: The primary function of this job is not in a supervisory capacity.

Knowledge, Skills, and Abilities:

The job requires knowledge of:

- Microsoft Windows operating systems.
- Microsoft Windows Server operating systems.
- Microsoft Internet Information Services (IIS).
- Microsoft Windows Server Update Services (WSUS).
- Microsoft Active Directory.
- Microsoft Exchange.
- Solarwinds Network Monitoring software.
- Enterprise spam filters.
- Enterprise anti-virus software.
- Enterprise patch management software.
- Enterprise door access software.
- Helpdesk ticketing systems such as Helpstar.
- VMware networks.
- EMC SANs.
- Dell networking equipment.
- Cisco firewalls and networking equipment.
- Network topology and hardware including the installation and support of Ethernet, switches, routers, network interface cards, and cables using fiber, copper and wireless connections.
- IT, HIPAA and CJIN security policies, including password policies and implementation.

The job requires skill in:

- Customer service, including maintaining a positive attitude during times of stress.
- Working in a fast-paced environment to answer phones, diagnose and resolve computer desktop, laptop and mobile device or application problems.
- Installing, operating and troubleshooting a wide variety of in-house and commercial software applications.
- Installing and troubleshooting a wide variety of desktop hardware including workstations, laptops, mobile devices, printers, scanners, copiers, telephones and more.
- Installing and troubleshooting a wide variety of network hardware including servers, SANs, switches, routers, wireless access controllers as well as network cabling.
- Working in a team environment and knowing when to escalate support to a software vendor, or another staff member.
- Understanding and implementing an IT COOP plan.

The job requires the ability to:

- Keep abreast of the latest changes in computer hardware, software and networks and security.
- Independently research and solve complex problems.
- Research and follow best practices and standards.
- Plan and oversee both large and small projects through to completion.
- Understand computer deployment methods including imaging and pushing software installs and patches.
- Communicate effectively with co-workers, users, management, vendors and contractors.
- Instruct laypersons in the operation of computers and explain the proper use of different software packages in an easy-to-understand manner.
- Identify and correct problems in application programs.
- Multi-task and remain calm under stressful circumstances.
- Understand and execute written and oral instructions.
- Think logically and accurately to apply IT security policies.
- Obtain and maintain a current driver's license.
- Understand and follow HIPAA requirements.
- Meet the security approval by the Flathead County Sheriff's Office and the Federal CJIN requirements.

Education and Experience:

The job requires successful completion of a Bachelor's Degree in Computer Information Systems, Computer Science or related area and a minimum of 3 (three) years of network, operating system and ; or successful completion of network hardware and software training, and a working knowledge of networking and applications software; or any equivalent combination of experience and training, which indicates possession of the knowledge, skills, and abilities listed.

Action	Date	Reference
Revised	6/15/00	Commissioners Minutes (Salik recommendation)
Revised	1/08/05	Commissioners' Minutes
Revised	1/10/06	Commissioners' Minutes
Revised	6/27/13	Commissioners' Minutes
Revised	7/01/14	HR Salary Recommendation Transmittal Signed 5/28/214
Revised	08/01/2016	Commissioners' Minutes
Adopted	06/19/2017	Position Grade Changes Effective 7/1/2017 (FY18)