

CITY OF EI Reno

OCCUPATIONAL TITLE:	Junior Systems Administrator
DEPARTMENT:	Broadband
SUPERVISION:	This position is under the supervision of the Technology Services Director.
EEO CLASS:	Computer Network Support and User Support Specialists (EEO-1 1050)
FLSA STATUS:	Non-Exempt
EMPLOYMENT STATUS:	Full-Time
GRADE:	D and E

PURPOSE OF POSITION: This is a non-exempt staff position in the Broadband Department that exists to provide internal and customer service support to the fiber-optic Internet system, internal IT systems, and all other related operations to ensure signal quality, service reliability, disaster prevention, and system security.

The work is performed under the general direction of the Technology Services Director who reviews the work through evaluation of reports and results, analysis of complaints, and personal conferences. This position requires a flexible schedule and occasional travel.

SUMMARY OF ESSENTIAL FUNCTIONS AND DUTIES:

(The items listed below are not intended to be a complete listing of all essential functions and duties of this position.)

- Assists in the development, engineering, construction, operation, support (including customer support) and maintenance of the fiber-optic Internet utility system
- Performing the installation, configuration, maintenance, and security of servers, firewalls, switches, wireless access points, other related hardware, and software.
- Installs, stages, places, configures, operates, and maintains racks, stacks, switches, firewalls, access points, cabling, PC's/Printers/Phones, AV equipment, and CCTV IP Camera equipment
- Provides support to City staff regarding the City's desktops, laptops, phones, internal and cloud-based software/applications, and other technologies.
- Work and collaborate with other departments to support project planning, discovery, testing, implementation, and deployment of business-critical services.
- Ensure industry compliance such as Criminal Justice Information Services (CJIS) and Payment Card Industry (PCI)
- Maintain documentation on the network relating to all hardware and software configurations, network configurations, and user systems
- Conduct end-user training on new and upgraded systems and programs
- Assist in the recommendation, planning, and implementation of new IT systems
- Act as a liaison to external contractors hired to perform IT-related functions
- Assists in maintaining local & wide area networks.
- Diagnoses and resolves network connectivity, hardware, and software issues.
- Monitors and analyzes system utilization; recommend improvements as needed.

- Assists customers with service problems related to internet service, including the optical network terminal (ONT) and other related equipment at the customer premises; schedules customer installation, trouble-shooting and related appointments; and informs/educates customers regarding broadband products offered.
- Works with end users to identify needs and correct problems.
- Works closely with third-party service providers to ensure service reliability.
- Maintains network security for all systems.
- Runs, monitors & verifies backup procedures on all networks and workstations on a regular basis and restores data as needed.
- Contributes to the development, implementation, and maintenance of disaster recovery plans for the fiber Internet system and internal systems.
- Participates in emergency fiber restorations, including fiber preparation, fusion splicing, and planning permanent repairs. This could be outside or inside work.
- Performs daily tests and troubleshooting as needed on the fiber system and internal systems to ensure system performance meets applicable standards.
- Responds to alarms and emergency trouble calls.
- Assists field technicians with completing their duties as needed, particularly in cases of emergencies or short-staffing.
- Performs preventative maintenance as needed.
- Provides training for other field personnel to assist in a cross-training culture.
- Maintains reliable attendance on a regular schedule that includes occasional unscheduled hours and also periodic standby and on-call duties.
- Must be able to work under minimum supervision.
- Conducts various special projects as assigned by the Technology Services Director, Assistant City Manager, and/or the City Manager.
- Maintains worksite cleanliness.
- Demonstrates consistent professional attitude, superior seamless customer service, unwavering integrity, ability to maintain confidentiality, and commitment to innovation, efficiency, and fiscally responsible activity.
- Represent the city at various city events and meetings, some that may be after-hours and out of the community.
- Be available to assist with emergency operations in accordance with the Employee Handbook and appropriate emergency operations plans.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- Knowledge equivalent of an Associate's Degree in Computer Science or a closely related field; and such training and/or experience as would provide the applicant with the below-referenced knowledge, skills, and abilities.
- CompTIA A+, Network+, Security+, and Microsoft certifications or equivalent are preferred.

- Two years' experience installing and maintaining network operating systems and equipment; experience with various types of server software; experience in troubleshooting internet issues. Experience in troubleshooting phone and video issues is desirable.
- Ability to use computers and sophisticated software; experience in Transmission Control Protocol/Internet Protocol (TCP/IP) and Internet connectivity issues; experience in fiber optic installation and splicing; experience in twisted pair cabling; experience in video and phone service issues.
- Ability to communicate clearly and concisely, orally and in writing; ability to respond to questions from employees, clients, customers and the general public.
- Must be able to maintain a cooperative working relationship with other departments and personnel of the City.
- Ability to establish and maintain effective working relationships and communications with coworkers, state, public officials, general public and outside agency representatives.
- Ability to work independently, under pressure, and maintain confidentiality.
- Ability to read, analyze and interpret technical manuals and procedures, business periodicals, professional journals, regulatory requirements and procedures.
- Produce written documents such as reports, business correspondence, and procedure manuals in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Must have the ability to define problems, collect data, establish facts, and draw valid conclusions. Must be able to read and interpret technical manuals and statistical data. Must be able to deal with several abstract and concrete variables.
- Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Perform arithmetic calculations (adding, subtracting, multiplying, dividing, using percentages, fractions, decimals, averages, rates, ratios, and statistics) in all units of measure rapidly and accurately.
- Ability to work on several projects or issues simultaneously
- Ability to manage projects effectively and meet firm deadlines
- Knowledge of departmental policies & procedures.
- Ability to work independently without supervision.
- Ability to express ideas and communicate clearly and concisely, both orally and in writing.
- Ability to understand and follow oral and written instructions and undertake responsibilities with some initiative and judgment.
- Must be flexible and possess the ability to execute given competing deadlines/interest.
- Possess superior time management skills and be detail-oriented with strong organizational skills.
- Must possess, or be able to obtain, a valid Oklahoma drivers' license and a driving record that meets or exceeds the City of El Reno's driving standards.
- Set a positive example, position is one of very high integrity.
- Willingness to perform assigned responsibilities as well as new and changing duties, with an attitude of complete cooperation and an inclination to personally identify with the Department's goals, objectives and responsibilities.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

- Employee works under typical office conditions, and the noise level is moderately quiet. The employee may be required, from time-to-time, to work outside in inclement weather, climb ladders, and work in confined spaces. May be at risk of electrical shock. Occasionally exposed to loud or prolonged noise levels. Employee may be called to work after-hours.
- Must be able to work from City Hall, other City facilities, and in the field during business hours, typically Monday through Friday 8:00 am to 5:00 pm.
- Must be available to attend occasional evening and night meetings, including City Council meetings, and business trips as needed.
- Must be available to respond to emergency calls outside of typical business hours.
- Some exposure to disgruntled citizens, must be able to handle tactfully.
- Most work to be performed indoors, subject to sitting, standing, walking, and using the telephone and computer for extended periods of time.
- Must be able to climb step stools and ladders.
- Must be able to distinguish between colors typically associated with fiber-optic and other systems.
- Finger dexterity in working with small fibers and hand tools.
- Ability to lift and carry up to 50 pounds.
- Ability to stop, bend, crouch, kneel, twist, reach above and below shoulders.
- Subject to typical business office environment where noise level is moderate. Sharing of office equipment such as copier, fax machine, printer, etc. is normal.
- Subject to working in a confined area in close proximity to others or in large open areas, with frequent interruptions.
- Frequently sit and talk or hear, walk and use hands and fingers, handle or operate objects, tools or controls; reach with hands and arms.
- High degree of concentration and motivation required to fulfill essential job duties.
- Minimum 20/20 vision or 20/20 corrected vision required.
- Vision required to read and review written correspondence, reports, statistical and technical information, computer screen, etc.
- Subject to continuous exposure to light and glare from computer terminal.
- Must have a professional appearance and demeanor; and convey a professional and positive image and attitude regarding the City.
- Occasional work in the field subject to, but not limited to:
 - Walking/hiking in outdoor environments for extended distances and walking through construction sites;
 - Wearing required safety gear including safety glasses, hard hat, ear protection, and reflective vest;
 - Climbing ladders;
 - Working and climbing through attics, crawl spaces, and other awkward locations;
 - Drilling holes through floors, walls and ceilings; and
 - Pulling fiber optic and other cabling.

- Must be willing to be available and/or on-call during non-working hours when presence is required due to safety procedures or emergencies.

WORK SCHEDULE:

May require extended work hours depending on department needs including: night, weekend and holidays.

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in these specifications. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA).

I understand and agree that my employment is at will only and for no term of definite duration. I also understand and agree that either the City of El Reno or I may terminate my employment relationship at any time.

Employee

Date

The City of El Reno, Oklahoma, is an Equal Opportunity Employer.