General Definition of Work

Performs intermediate skilled technical work providing maintenance of the network in all aspects including LAN, WAN, switches, firewalls, filtering devices, and routers; providing installation, configuration, technical support, and problem resolution in a Windows desktop environment for all County departments; supporting the setup and maintenance of IP phones. This role will also be responsible for installing, maintaining, and supporting end user peripherals, including but not limited to printers, scanners, cameras, fax machines, responding to on call or emergency situations during atypical business hours, and related work as apparent or assigned. Work is performed under thegeneral direction of the Director of Information Technology.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

1) Oversees the day to day operation of data communications and telecommunications environment including operations, training, installation and repair of all related equipment; schedules, implements and troubleshoots equipment for data communications networks including computer hardware, software and data communications equipment.

2) Installs, configures, and diagnoses PC to network connections using multiple protocols and software.

3) Assists vendors in the data center when maintenance or other work on projects is being performed.

4) Monitors daily network performance and provides insight to the Director.

5) Reviews and maintains network documentation, including detailed network diagrams.

6) Validates firewall rules for inbound and outbound traffic; reviews and recommends security enhancements to harden the network against intrusion.

7) Performs the setup of new and repurposed phones; maintains and programs requested hunt groups/workgroups, handle music on hold, program call handling modes and all other various duties of a VoIP system.

8) Provides support to users of data communications networks; resolves end user issues in a timely manner received via the helpdesk system, email, phone, or in-person.

9) Provides hardware technical assistance and support; troubleshoots and resolves basic system hardware and software issues.

10) Performs basic Active Directory account management.

11) Provides input for end-user hardware and software recommendations to maintain optimal system performance, maintainability, and security.

12) Provides information training to IT staff for back-up support; provides support and assistance with other Information Technology roles when needed.

Knowledge, Skills and Abilities

Thorough knowledge of network and PC operating systems; thorough technical knowledge of current network hardware, protocols and standards including wireless, VPN, VoIP, TCP/IP, IP Addressing, RAS, LAN, WAN, FTP and virtual technologies; thorough knowledge of a wide variety of hardware, software, and communication technologies;thorough skill teaching non technology staff to operate technology systems; thorough hands-on troubleshooting skills; thorough analytical and problem solving abilities; ability to conduct research into networking issues and products as required; ability to present ideas in user-friendly language; ability to manage time effectively in order to prioritize and execute tasks in a high-pressure environment; ability to provide keen attention to detail; ability to organize and simplify technical information; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with staff, consultants, vendors and the general public.

Education and Experience

Associates/Technical degree in computer science, network administration or related field and considerable experience with WAN/LAN networks, telecommunication equipment, printers and other peripherals and in PC and network support, or equivalent combination of education and experience.

Special Requirements

Applicable position, department, organization and professional training will be provided and must be completed upon hire and on an ongoing basis.

Valid driver's license in the State of Iowa.

A+ and Network+ certifications within 18 months of employment.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; no special vision is required; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, use of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities.

Environmental Conditions

This work occasionally requires working near moving mechanical parts, working in high, precarious places, exposure to outdoor weather conditions, exposure to the risk of electrical shock and exposure to vibration; work is generally in a moderately noisy location (e.g. business office, light traffic).

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