

JOB DESCRIPTION
Network System Administrator

FLSA: Non-Exempt
Reports to IT Director

Pay Level: Level 5
Prepared/revised: February 2019

Job Summary:

The employee is responsible for installing and maintaining computer hardware, software and networks for the City of Fayetteville .IT Support will be to all city offices and locations.

The employee will, manage and provide hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources. The employee will provide these services in an effective and efficient manner to ensure maximum access to and implementation of technology services and resources by the supported organizations.

Supervision Exercised or Received:

This position receives supervision from the Information Technology Director

Essential Functions:

1. Plans, develops, coordinates, administers and evaluate the operations of information systems and electronic data processing (EDP).
2. Reviews and analyzes methods, equipment used, and performance to find methods of increasing effectiveness and efficiency in operation and maintenance activities.
3. Develop and implement policies and procedures of electronic data processing and computer systems operations and development.
4. Troubleshoot hardware, software, network operating system and all technology issues
5. Provide orientation, training, and access to all staff on new and existing technology
6. Plans and recommends improvements in the activities for the department.
7. Meet with other department heads to discuss system requirements, specifications, costs estimate and timelines.
8. Research current and potential resources and services
9. Install workstations.
10. Connect and set-up hardware and load all required software.
11. Provide network accounts and passwords as required
12. Install, monitor and maintain security and passwords of all technology
13. Input and maintain IP addresses
14. Ensure installation of lock out programs
15. Identify, prepare and ensure hardware is stripped and secured before disposal.
16. Advise staff of security breach and/or change in password or security status.
17. Maintains current and accurate inventory of technology hardware, software and other resources.
18. Directs and performs inspections of contract work, determines compliance and recommends to the administration acceptance or non-acceptance of the work.

Additional Responsibilities:

(May not include all of the duties listed or duties which may be performed.)

1. Performs other related work, as required and/or needed.

Knowledge Of:

1. Knowledge of computer hardware and software systems and programs.
2. Knowledge of computer networks, network administration and network installation.
3. Knowledge trouble computers.
4. Knowledge of computer viruses and security.
5. Knowledge of Microsoft exchange e-mail and internet programs.
6. Ability to install and administer computer hardware, software and networks
7. Ability to implement innovative methods to provide more efficient an effective operation.
8. Ability to express ideas and information clearly, concisely and effectively in writing and orally.
9. Ability to develop sound plans for the future development of IT systems.
10. Ability to establish and maintain an effective working relationship with the members of the public, consultants, accountant and other city employees.
11. Perform work requiring good physical conditioning.
12. Ability to manage time, meet deadlines, finish project within required time.

Position Requirements:

1. Must be a high school graduate, (Associate's in computer science or related field desirable)
2. Must pass drug screen by license physician.

Additional Requirement:

1. **Work Hours** – 40-hour work week. A full time, non-exempt employee. Evenings and weekend work occasionally.

Note:

At the discretion of the City of Fayetteville, a background check may be made. Employment is contingent upon satisfactory completion of a background check, drug screen and agility test.

Nothing in this job description restricts the ability or the right of the City of Fayetteville to assign, reassign or eliminate the duties and responsibilities of this job either orally or in writing. Tasks and responsibilities may be changed at any time, due to reasonable accommodations or other reasons deemed appropriate by the City of Fayetteville.

The job description does not constitute an Employment Agreement between the employer and the employee and is subject to change, according to the business needs of the City of Fayetteville.