CITY OF DALY CITY
JOB SPECIFICATION
EXEMPT

NETWORK ADMINISTRATOR I-II

DEFINITION

Network Administrator I: Under general supervision, performs skilled technical work on the City's data and voice networks, including LAN/WAN equipment, Windows servers, department-specific client/server applications, switching equipment, and UPS devices. This position reports to the Senior Network Administrator under the Department of Finance and Administrative Services. Performs other duties as needed.

Network Administrator II: Under limited supervision, performs complex technical work on the City's data and voice networks, including LAN/WAN equipment, Windows servers, department-specific client/server applications, telecommunications infrastructure, switching equipment and UPS devices. Manages Microsoft 365 cloud services (O365, Azure, Intune) and enterprise security environments. Provides professional level work, including the design, implementation, evaluation, and daily management of security systems and solutions; and performs duties related to threat detection and prevention, education, risk assessment, compliance, governance, business recovery, forensics, and incident response. Other duties would include, but are not limited to aiding other Network Administrators. Positions in this class require frequent use of a high degree of independent judgment and interpretive ability.

Positions in the Network Administrator II classification are flexibly staffed and normally filled from advancement from the Network Administrator I class, or when filled from the outside, require specific technology experience. Appointment to this class requires the employee to be performing substantially the full range of Network Administrator duties and to meet the qualifications for the class. The class requires the ability to work independently exercising judgment and initiative and a greater knowledge of the City's data and voice networks. This position reports to the Senior Network Administrator under the Department of Finance and Administrative Services.

EXAMPLES OF DUTIES

Administration of the City's Data and voice networks, including maintaining, upgrading, and troubleshooting LAN and WIFI network switches, routers, and servers. Maintains network security and data integrity. Researches, implements, and maintains physical and wireless data networks. Configures, maintains, and manages upgrades to client/server software applications. Researches, recommends, installs, and maintains server and network software. Administers and maintains Cloud-based Microsoft 365 solutions. Administers and maintains Virtual Infrastructure (Compute, Storage, and Network).

Develops and maintains the documentation regarding configurations, operations and diagnostic procedures for servers, network, and applications. Maintains system and hardware support contracts. Architects, implements, monitors, maintains, and troubleshoots various security systems that protect the City's networks, IT/OT systems (including SCADA), applications and critical infrastructure. Designs, organizes, modifies, installs, secures and supports security infrastructure; and provides technical support for network and security issues associated with enterprise applications. Analyzes both raw and processed security alerts, logs and event data to identify potential security incidents, threats, mitigations, and vulnerabilities. Architects, implements, maintains, and troubleshoots the City's business continuity plan and emergency response plan as it relates to redundant, secure infrastructure. Investigates, analyzes, produces reports, and remediates security incidents that occur on City systems and applications, both on-premises as well as in the cloud. Confirms viable backups, tests, maintains and monitors both on-premises and within the cloud. Performs other duties as required.

MINIMUM QUALIFICATIONS

Knowledge of: Network firewall, VPN, layer 2/3 switching, VLAN, IP subnetting, Microsoft Online and related services, M365, Azure, Teams, Intune, Exchange, ADFS SSO, Server Virtualization VMware/Hyper-V, Windows Services (GPO,AD, LDAP, NTFS, DFS, DNS, DHCP,NPS, IIS), Enterprise Storage, Data Backup and Recovery, Patch management, Network and System Endpoint Security, System Monitoring, High availability. Microsoft Windows operating systems and Office suites, UPS systems, voice communication technology including PBX, public safety, and voice recording/logging systems. Relevant industry requirements and government regulations (e.g., PCI-DSS, CJIS, NIST, NERC CIP, ISO 27000, etc.)

Ability to: Apply current industry-standard technologies toward the administration of public sector data and voice networks; provide broad and narrow analyses of systems and recommend improvements; manage multiple tasks and projects simultaneously; communicate effectively both orally and in writing; document current status and progression of systems; assist in training of team members and the user community; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience:

NETWORK ADMINISTRATOR I: A minimum of three years of full-time, responsible experience in administering server and network infrastructure, storage, and security.

NETWORK ADMINISTRATOR II: A minimum of five years of full-time, increasingly responsible experience in administering server and network infrastructure, storage, and security.

Education:

NETWORK ADMINISTRATOR I: High school graduation or equivalent. Graduation from college or university with emphasis in computer science, information technology, or related field, and current certification (CCNA, MCSE, CCSA, CCSE, CEH, Security+) desirable.

NETWORK ADMINISTRATOR II: High school graduation or equivalent. Graduation from college or university with emphasis in computer science, information technology, or related field, and current certification (CCNA, MCSE, CCSA, CCSE, CEH, Security+) desirable.

License: Possession of a valid Class C California Driver License.

Applicants for this position must submit to a complete background investigation conducted by Daly City Police Department sworn personnel.

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