



CITY OF SELMA
INTERNAL/ EXTERNAL JOB POSTING

The following position is available with the City of Selma. Applications are available in the Personnel Department located at City Hall, 222 Broad Street, Selma, AL 36701. Please contact the Personnel Department at (334) 874-2110 with any question. Email resume to: lrutledge@selma-al.gov.

DEADLINE FOR TRANSFER REQUEST, APPLICATIONS AND RESUMES ARE DUE BY Monday, December 8, 2023 AT 4:30 P.M.

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Position:	IT Administrator
Reports to:	Director - IT
Subordinate Staff:	IT Technician
Other Internal Contacts:	All Departments
Location:	222 Broad Street, Selma, Alabama 36703
Status:	Regular, Full-time
Schedule:	Monday – Friday
Rate of Pay:	\$24.038 per. Hour/ \$50,000.00 Annually

Job Summary

Under the general supervision of the Director – IT, the employee provides support to City staff and works with vendors to implement, maintain, and support telecommunication, Local Area Network (LAN) and Wide Area Network (WAN) equipment. The employee supports the network infrastructure by installing, configuring, and troubleshooting network equipment and systems to ensure the network is stable, reliable, and available to all users and coordinates the resolution of network problems. Maintains network performance and security with upgrades of both hardware and software. Monitors the network and equipment to provide stability and backups. Work requires the exercise of discretion in performing daily activities based on a complete knowledge of IT policies and City operations and is performed in accordance with established rules, regulations, and instructions. The employee is afforded independent judgment and latitude in the performance of duties. This job is considered safety-sensitive and is subject to a pre-employment background check and random drug screens.

Essential Functions

ESSENTIAL FUNCTIONS: The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the Americans with Disabilities Act (ADA) must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

City of Selma - IT Department

ESSENTIAL FUNCTION: Network Administrative Duties. Performs extensive duties to ensure the City's network systems provide stable and reliable services to City users.

1. Evaluates, installs, supports, and maintains the City's Wide Area Network (WAN), Local Area Networks (LAN), and telecommunications systems which include (but not limited to): Routers, Switches, Firewalls, Proxies, Web Filters, security information and event management (SIEM), Load Balancers, Cellular Boosters, wireless fidelity (WiFi), private branch exchange (PBX), etc.
2. Evaluates, tests, installs, and implements new equipment, hardware, and software technologies.
3. Confers with departments, determines requirements, develops specifications and request for proposals, evaluates proposals, selects new products, and manages project implementation resources and schedules.
4. Provides support for communications problems and interacts with vendors to resolve problems and re-establish service (T1's, Multiprotocol Label Switching (MPLS), WIFI, fiber circuits, etc.).
5. Administers the assignment of internet provider (IP) addresses coordinates dynamic configuration services such as dynamic host configuration protocol (DHCP), domain name system (DNS), Windows internet name service (WINS).
6. Develops and monitors appropriate security procedures to safeguard LAN from physical harm and viruses, access by unauthorized users, and data damage utilizing firewalls, perimeter routes, access control devices, virus software, etc.
7. Designs and coordinates the installation of data/voice telecommunications cabling.
8. Administers central telephone switches, key systems, voice and data circuits and telecom services (voicemail); performs telephone adds, moves, and changes at all City sites.
9. Manages all network security services such as: Virtual Private Network (VPN), Firewall, etc.
10. Administers and supports Virtual Server Farm (VMWare) and AD.

ESSENTIAL FUNCTION: General Operations. Conducts daily operations to ensure City networks, computers, and telephone systems perform in an efficient and reliable manner.

1. Responsible for documenting, organizing, and maintaining network IP schema for City.
2. Administers and manages internal and external DNS and DHCP.
3. Monitors and assumes responsible for all internal network data cable installations in the City.
4. Trains technical staff and users of equipment and software.
5. Provides training and seminars to employees and outside organizations to educate on the business of the City or department.
6. Administers the telecommunications systems throughout the City to ensure the smooth and efficient operation of numerous City-wide hardware and software components.
7. Ensures the daily operations of telecommunication equipment used City-wide and makes periodic, prescribed changes such as time changes, additions, moves of users and departments, etc.
8. Maintains and configures web access software to provide authorized users access to internet and to restrict unauthorized users from internet access.
9. Communicates with users and hardware/software vendors to prepare proper bid specifications to ensure that purchased hardware, software, and services satisfy the requirements of the user to ensure the City's computer and telecommunications equipment remains current and meets industry standards.
10. Evaluates and makes recommendations for the purchase equipment for the network, communications, security, personal computers, and telephone equipment.

NON-ESSENTIAL FUNCTION:

1. Responds to emergency calls during hurricanes, inclement weather, or other emergency situations.
2. Performs other job-related duties as required or assigned.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of City rules, regulations, policies, and procedures.
2. Knowledge of the installation, maintenance, and repair of information technology hardware, software, and peripherals.
3. Knowledge of backup and recovery systems.
4. Knowledge of the principles uses in analyzing, evaluating, modifying, installing, maintaining, expanding, networking, and testing information systems and technology.
5. Knowledge of network security principles.
6. Knowledge of switches, routers, firewalls, fiber optics, and wireless technology.
7. Knowledge of help desk and user support principles.
8. Knowledge of the principles of client server technology and network protocol.
9. Knowledge of design, installation, configuration, operation and maintenance of data and telecommunications networks including equipment and services such as: Cisco switches, routers, hubs, bridges, firewalls, VPN, and gateways.
10. Knowledge of telecommunications systems and services including Avaya telephone switches; Voicemail systems; cabling systems; voice, data, and video circuits; and equipment and services from telecommunications providers.
11. Knowledge of network data services and protocols including (but not limited to): TI, multi-protocol label settings (MPLS), border gateway protocol (BGP), open shortest path first (OSPF), enhanced gateway routing protocol (EGRP), etc.
12. Knowledge of basic electronics required for wiring terminals, creating patch cables, RS232 connectors, installing upgrades and memory in devices, ports, etc.
13. Knowledge of operating a variety of computers and related equipment (Windows Servers, Windows OS, etc.).
14. Knowledge of various network tools and sniffers.
15. Knowledge of latest generation computer languages in a distributed or client server environment.
16. Knowledge of current techniques and capabilities of a large-scale operating system.
17. Knowledge of methods used to modify and enhance information system operations.
18. Knowledge of general office and record keeping practices and procedures.
19. Knowledge of basic purchasing practices and contract administration.
20. Knowledge of effective methods of report presentation.
21. Knowledge of safety rules including accident causation and prevention.
22. Communication skills to effectively communicate internally and externally, both orally and in writing.
23. Verbal skills to communicate effectively with officials, supervisors, co-workers, and public.
24. Reading skills to comprehend and understand highly technical manuals, directives, procedures, and instructions.
25. Writing skills to take field notes; write reports, correspondence and recommendations using correct English, grammar, punctuation, and spelling.
26. Math skills to perform calculations (add, subtract, multiply, divide) and some statistical analysis.
27. Skills in organizing, prioritizing, and sequencing projects and tasks.
28. Ability to supervises others.
29. Ability to efficiently monitor program development and thoroughly document necessary system modifications and enhancements.
30. Ability to translate technical terminology into terms understandable to management and department officials and users.
31. Ability to convey instructions and guidance in a clear, easily understandable manner.
32. Ability to deal with stressful situations and effectively handle complaints.
33. Ability to analyze problems and situations and to adopt quick, effective, and reasonable courses of action with regard to surrounding hazards and circumstances.

34. Ability to troubleshoot and diagnose system problems and develop solutions.
35. Ability to use computers and office productivity software programs.
36. Ability to develop and maintain records and reports using the computer.
37. Ability to manage hardcopy and computer files.
38. Ability to operate standard office equipment.
39. Ability to make presentations to various sized groups.
40. Ability to work independently with minimal supervision.
41. Ability to manage time effectively and handle multiple projects.
42. Ability to use specialized equipment and tools.
43. Ability to lift and carry items weighing in excess of 50 pounds.
44. Ability to wear and utilize personal protective equipment (PPE).
45. Ability to drive.

Minimum Qualifications

1. Possess a bachelor's degree in computer science, information science (IS), management information systems (MIS), telecommunications management, or related field from an accredited college or university.
2. Minimum of five (5) years of broad-based experience in the design, repair, and maintenance of telecommunications, computer, and network systems administration; or any combination of education, training and experience that demonstrates the above listed knowledge, skills, and abilities commensurate with the requirements of this job.
3. Possess a current and valid driver's license; must be insurable.
4. Possess or ability to obtain VMware certification within six (6) months of hire.
5. Ability to obtain and maintain Information Technology Fundamentals (ITF+) and Computing Technologies Industry Association TIA A+ (CompTIA A+) certification within a prescribed period of time after hire.
6. Ability to work nonstandard hours, including weekends and overtime.
7. Ability to travel and stay overnight as required.
8. Ability to pass a pre-employment background check and an initial drug screen.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 lbs., crouching, or crawling in restricted areas.

Work Environment

The work involves moderate risks or discomforts which require special safety precautions, e.g., working around moving parts, carts, or machines; with contagious diseases or irritant chemicals, etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.