



A NATIONALLY ACCREDITED COMMUNICATIONS CENTER

NETWORK ADMINISTRATOR

Department	Administration
FLSA Status	Exempt
Reports To	Technical Services Manager
Supervises	N/A
Bargaining Unit	Non-Represented

BASIC FUNCTIONS AND RESPONSIBILITIES:

Under the direction of the Technical Services Manager, this position is responsible for the configuration, implementation, design, maintenance, management, and support of diverse networking, connectivity, and security technologies managed by the Technical Services Department.

DISTINGUISHING CHARACTERISTICS:

This position is an Information Technology professional with lead technical responsibilities in the following areas: design, diagnosing, remediation, hands-on installation and management of switches, routers, wireless access points, firewalls, intrusion detection/prevention systems, security devices, virtual private networks, network servers, network management servers, authentication servers, vulnerability and exploit assessment tools, etc. In addition they are responsible for researching, planning, requirements development, engineering, designing, installing, testing, operating, maintaining, monitoring, tuning, and managing communications solutions. Serves as a technical solutions resource and provides excellent customer service to end users.

ESSENTIAL FUNCTIONS:

Network Management:

- Responsible for securing network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- Manages and follows standard practices and procedures to design, install, configure, test, support, monitor, maintain and troubleshoot critical network components.
- Manages and oversees infrastructure devices with recommended, stable software revisions and patches – including timely deployment of security fixes.

- Implements and manages all aspects of IT security, including publication of appropriate security policies to ensure employees, contractors and customers understand the proper use of corporate network resources.
- Evaluates and documents network performance, making recommendations to enhance and improve.
- Develops and maintains accurate and thorough documentation of the network architecture, its design criteria, performance metrics, etc.
- Evaluates new products/technologies to determine impact on existing system configurations and prepares/presents information to decision makers.
- Maintains accurate records of maintenance, inventory, and security measures associated with the Center's voice and data networks.
- Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols. Understands and abides by current CJIS security policy as it relates to network security and CJIS data.

General:

- Promotes and practices excellent customer service delivery.
- May represent the Center on a variety of standing and special committees on local and regional levels. Acts as liaison with personnel from other agencies and dispatch centers.
- Provides support for complex enterprise environments.
- Provides liaison support between vendors, internal departments, and customers as needed.
- Performs related work as assigned.
- Is reliable, dependable and reports for work on a consistent basis.
- Carries a wireless phone and responds to problems or incidents as required.
- Be "on-call" on a rotation basis.
- Ability to maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Supports the Commission on Accreditation for Law Enforcement Agency (CALEA).

REQUIRED KNOWLEDGE OF/SKILL IN:

- Understanding and working knowledge of UDS/IPS technology.
- Wireless networking, both LAN and WAN.
- Knowledge of network topologies and design which include networking components such as routers, switches, VPN Concentrators, and firewalls (hardware/software).

- Ability to handle and manage multiple projects, assignments, and priorities.
- Problem-solving skills, attention to detail, and communication skills (written and verbal).
- Demonstrated experience in networking and security troubleshooting, incident management and issue resolution.
- Ability to work in a highly fluid environment, with rapidly changing requirements.
- Excellent technology analysis, communication, organizational skills
- Familiarity with project management methodologies.
- Ability to mentor junior administrators and peers as necessary.
- Must be able to respond to crisis situations in a methodical way and to prioritize tasks effectively.
- Ability to communicate complex technical information to senior management in a professional and articulate manner.

REQUIRED ABILITY TO:

- Provide excellent communication and customer service.
- Make timely and appropriate decisions under routine and emergent situations.
- Demonstrated ability to work with minimal supervision both independently or as part of a team.

REQUIRED EDUCATION AND/OR EXPERIENCE:

- BS degree from an accredited college or university in Electrical Engineering, Computer Engineering, Computer Science.
- Experience in the following areas:
 - TCP/IP fundamentals.
 - Border Gateway Protocol (BGP) and Multi-Protocol Label Switching (MPLS).
 - Managing multiple firewall clustered environments.
 - Managing routers, switches, ASA firewalls and VOIP.
 - Managing data center resources (space, power, cooling, rack space, etc).
 - Hands-on experience with routers, firewalls, and network switches in a WAN environment.
 - Managing multiple VPN (IPSec, SSL) environments.
- Familiarity in network design and security.

OR

- Any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed.

DESIRED QUALIFICATIONS:

- Experience with Palo Alto equipment.
- Experience with security devices.
- SolarWinds software experience.
- Advanced knowledge of Load Balancing technologies.
- Cisco certifications.

LICENSES AND CERTIFICATION:

- Washington State Driver's License and good driving record.

WORK ENVIRONMENT:

- Typical office environment. Work requires almost exclusive work using a telephone and computer.

PHYSICAL DEMANDS:

- Sitting for extended periods of time working at a computer keyboard.
- Seeing to read and comprehend basic technical, narrative, diagrams and schematic computer information.
- Hearing and speaking to exchange information.