



NORTHERN ARIZONA COUNCIL OF GOVERNMENTS
(NACOG)

SYSTEMS AND NETWORK ADMINSTRATOR

Department: Information Technology

Pay Grade: G17

FLSA Status: Exempt

Reports to: Information Technology Director

POSITION SUMMARY:

Working under administrative supervision and with high technical difficulty, this provides support for implementation, troubleshooting and maintenance of centralized and distributed IT systems; maintains and supports IT system infrastructure and any processes related to these systems; provides problem identification, diagnosis, and resolution of end user client problems; provides support for the escalation from distributed staff and communication of status to management and distributed staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides daily maintenance and administration of Microsoft Active Directory, LDAP, DHCP, DNS, SMTP, SNMP, MS 0365, and system administration of enterprise Financial and Record storage applications systems to ensure continued, improved, and standardized operations of network systems
- Completes projects and daily activities regarding network architecture, Windows Server installation and updates, Firewall/VPN, VLAN and Infrastructure Security Systems to meet regulatory requirements, and protect against ransomware and data breaches
- Provides effective provisioning, installation, configuration, operation, and maintenance of diverse infrastructure across multiple geographical locations to ensure continued and improved operations of network systems and configuration protocols
- Track and document system design, requirements, implementation, and configuration of all Agency's systems, networks, and applications to ensure roadmap for updating system needs
- Administer and maintain Window servers, Tabletop and Rack mounted server hardware including Windows Virtual Machines to ensure continuing operation of enterprise servers and end user utilization of equipment to its full capacity
- Provide help desk support and troubleshooting regarding personal computer, core network and server systems, and VOIP phone system to improve end user experience, provide training opportunities, better understand technology limitations or challenges, and improve technology
- Research and interpret relevant regulations, guidelines, and standards relating to know best IT practices to minimize risk and legal exposure, keep up to date with industry standards, and ensure continued efficient operations

SYSTEMS AND NETWORK ADMINISTRATOR

- Develop and maintain robust asset management / inventory system, backup / restoration policy and procedures, and disaster recovery plan to ensure compliance with General Liability insurance and regulatory requirements, and ensure recovery capabilities to return to business operations in the event of an incident or disaster
- Communicates written and verbally with all end users, stakeholders, vendors, and management to ensure an effective communication loop and customer service.

Other related duties as assigned.

EDUCATION AND/OR EXPERIENCE:

Bachelor's Degree from an accredited college or university in Business Management, or Computer Information Systems or other related field of study; and 2 years' experience in a systems or network administration role; **OR** an equivalent combination of education, training, and experience which demonstrates the ability to perform the duties of the position.

CONDITIONS OF EMPLOYMENT:

- Criminal Background Check
- Fingerprint Clearance Card, Level I
- Motor Vehicle Report (annually)

CERTIFICATES & LICENSES:

- CompTIA A+ or Network + Certification or
- Microsoft Certification

Above certification(s) to be obtained within 1 year of hire

TECHNICAL COMPETENCIES:

- Network System Configuration, Operation, and Maintenance
- VOIP, LAN and WAN
- Microsoft technologies (Windows, 0365, Teams, OneDrive, Active Directory)
- Trouble Shooting/Problem Solving
- Microsoft server hardware and software maintenance
- Firewall management policies

GENERAL COMPETENCIES:

- Communication (oral and written)
- Design and Presentation
- Research and Interpretation
- Conceptual Thinking
- Data Gathering and Analysis
- Organizational Awareness

SYSTEMS AND NETWORK ADMINSTRATOR

TRAVEL REQUIRED:

XX < 5% < 25% < 50% < 75% 100%

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

Physical Activity: Frequent sitting, talking, listening, balancing, stooping, crouching, reaching, standing, walking, lifting, finger use, grasping, feeling, and repetitive motion. Occasional kneeling, crawling, pushing, and pulling.

Physical exertion: ___ Sedentary; ___ Light; **X** Medium; ___ Heavy; ___ Very Heavy. Work involves exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Visual requirements: Close visual acuity for viewing a computer screen and reading.

Working conditions: Not substantially exposed to adverse environmental conditions.

NACOG is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, genetic information, or any other characteristic protected by the state, federal, or local law. NACOG is committed to providing access, equal opportunity and reasonable accommodation for individual with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact the Human Resources Director, 928-774-1895, HR@nacog.org.

SIGNATURES:

This job description has been approved by:

Department Director: _____

Date: _____

Human Resources Director: _____

Date: _____

Executive Director: _____

Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____

Date: _____