



Job Description

Network Administrator

Job Title:	Network Administrator
Department:	Emergency Telephone System Board
Reports to:	Director of Tazewell County ETSB
Status:	Exempt
Salary Range:	(\$62,000 - \$100,000)

As a Network Administrator, one will be responsible for the day-to-day management and maintenance of the organization's computer networks. This role involves ensuring the reliability, security, and efficiency of a critical network infrastructure. This position requires a strong understanding of networking technologies, troubleshooting skills, and the ability to collaborate with various teams to meet organizational needs.

Key Responsibilities:

1. Network Design, Configuration, and Maintenance:

- Design, implement, configure, install, and maintain the organization's computer networks, including routers, switches, firewalls, and other networking equipment for the specific needs of public safety emergency services and infrastructure.
- Perform routine network maintenance tasks to ensure optimal performance and reliability.
- Ensure scalability, redundancy, and reliability of the network infrastructure.

2. User Support and Troubleshooting:

- Provide technical support to end-users, addressing network-related issues and ensuring prompt resolution.
- Troubleshoot network problems and collaborate with other IT teams to identify and implement solutions.

3. Network Security Management:

- Implement, manage, and enforce network security measures to protect against unauthorized access, malware, and other cyber threats.
- Monitor and respond to security incidents, conduct regular security assessments, and implement necessary updates to protect against vulnerabilities.
- Stay updated on security best practices and implement necessary updates and patches.
- Ensure compliance with relevant regulations and standards governing emergency services and data protection.

4. Monitoring and Optimization:

- Monitor network performance and proactively address any issues to prevent downtime.
- Optimize network configurations to ensure efficient use of resources and bandwidth.

5. Documentation and Reporting:

- Maintain accurate documentation of network configurations, policies, and procedures.
- Generate regular reports on network performance, security incidents, and compliance metrics.

6. Collaboration and Communication:

- Collaborate with other IT professionals, vendors, and stakeholders to ensure seamless integration and operation of network services.
- Communicate effectively with end-users to provide updates, gather requirements, and address concerns.

7. Training and Knowledge Sharing:

- Provide training to end-users on network-related topics and best practices.
- Share knowledge with team members and contribute to the development of internal resources.

8. PSAP Integration:

- Collaborate with Public Safety Answering Point (PSAP) personnel to integrate network solutions that enhance the efficiency of call handling and response times.
- Implement technologies to support location-based services and real-time information exchange within PSAP operations.

9. Collaboration:

- Collaborate with other IT professionals, emergency services personnel, and external vendors to address network-related challenges and implement solutions.
- Participate in cross-functional teams to ensure effective communication and coordination.

Qualifications:

- Bachelor's degree in Information Technology, Computer Science, or a related field. (Preferred)
- Proven experience as a network administrator or a similar role.
- Strong knowledge of networking protocols, TCP/IP, DNS, DHCP, and VPN.
- Familiarity with network monitoring tools and troubleshooting techniques.
- Certifications such as CompTIA Network+, Cisco CCNA, or equivalent is advantageous.
- Excellent communication and interpersonal skills.
- Ability to work independently and collaboratively within a team.

- Familiarity with technologies supporting emergency services, including NG911 and GIS integration.
- Strong analytical and problem-solving skills, especially in high-pressure situations.
- Excellent communication skills and the ability to collaborate with diverse stakeholders.
- Must be able to work various hours, be on call 24/7 and respond immediately to system emergencies. Must return telephone calls, emails, and text messages in a timely manner.
- Must possess a valid driver's license, no felony conviction, ability to pass a criminal history background check conducted by the Tazewell County Sheriff Office. Adhere to all rules and regulations and guidelines in place for employees of Tazewell County and the state of Illinois.

Note:

- This position requires on-call availability and flexibility in working hours to address urgent system issues or emergencies affecting the 911 system and PSAP operations. Advanced technical expertise and a proactive approach to system management are crucial for success in this role.
- The duties and responsibilities are not a comprehensive listing of all the duties and responsibilities performed by positions in this class; other job duties may arise in the function of this position that are not listed.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing and speaking ability sufficient to carry on a conversation with another individual (or groups of individuals) in person and over the telephone. Capacity to comprehend and analyze detailed information and technical data.
- Visual ability sufficient to read and produce printed material and information displayed on a computer screen. Ability to sit for periods of time, reaching, fingering, grasping, feeling, writing and repetitive motions.
- Exerts up to 20 pounds of force occasionally and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects with the human body.
- Must have the mental and physical capabilities to perform the essential functions of the position with us without reasonable accommodation.
- Ability to drive and operate a motor vehicle.

As a Network Administrator, you will play a key role in maintaining the health and security of the organization's computer networks, ensuring that users can access resources efficiently while safeguarding against potential threats. This position requires a proactive approach to network management and a commitment to providing reliable and secure network services.