



Capital Area Council of Governments Job Description

CAPCOG Title: Network Administrator
Division: Information Technology Services
Reports to: ITS Director
State Title & Salary Grade: Network Specialist IV/ B22
FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Performs complex advanced work in activities associated with local area networks. Work involves network design, installation, and maintenance; training; monitoring, and analysis of existing hardware and software; and evaluation of potential network enhancements. Maintains and supports systems at a facility level and provides support to program division functions related to security, website, production copying, and A/V. This position is subject to call out during CAPCOG emergencies. May train other ITS staff. Works under limited supervision with considerable latitude for the use of initiative and independent judgment. The essential functions of this position must be performed at CAPCOG offices; therefore, the position is not eligible for telecommuting on a regular basis.

ESSENTIAL FUNCTIONS

Essential duties and functions may include the following. Other related duties may be assigned.

- Collaborates with the IT Director to plan and design the deployment of hardware and software systems necessary for IT operations and agency business needs.
- Installs, configures, and administers network-related equipment including routers, switches, wireless access points, firewalls, etc. according to established guidelines.
- Installs, configures, tests, implements, and supports Microsoft Windows operating systems for new and existing physical and virtual servers.
- Configures and supports iSCSI connections from Windows Servers to NetApp SAN
- Creates user accounts on networks, phone system, web portals and websites.
- Designs, implements, and administers the hybrid network using Azure AD, Active Directory and Group Policy.
- Install and configure proprietary software and SQL server databases.
- Configures, supports, and administers the Microsoft 365 Admin Center for Exchange, SharePoint, OneDrive, and Teams to manage user access, folder permissions, information security, products, and services.
- Documents network designs and maintains accurate inventory tracking and documentation.
- Implements and documents security measures for computer or information systems and networks.
- Maintains, monitors, and administers Avaya IP Office phone system and telecommunication services.
- Manages agency internet connectivity and monitors service and performance, plans for connectivity needs across agency programs and program systems.
- Maintains relationships with vendors as the technical point of contact for hardware, software, and services.
- Administer, monitor, and update the spam and antivirus application systems.
- Assist with the administration and maintenance of the access control and video surveillance security systems, applications, and hardware.
- Conducts product testing and evaluations for new software and upgrades to existing software.
- Plans and maintains a routine backup, recovery, and archival system of agency data.
- Collaborate with IT Director to develop, implement and assist with the Disaster Recovery, Continuation of Operations, and Incident/Response plans.
- Plans, tests, and deploys patches, updates, drivers and firmware for all hardware and software.
- Assists with the setup, maintenance and operations of audio-visual systems for on-site and off-site meetings and functions.

- Manages domain registrations, DNS transfers and web/domain host records and coordinates with Member Services Coordinator to assist with website support.
- Maintains and supports website servers, portals, and applications.
- Assists with setup and support of workstations, laptops, tablets, and end-user peripherals as needed.
- Provides Help Desk support, resolving end-user problems with desktop applications, workstations, and peripheral equipment when needed.
- Provide guidance, technical leadership, and training to less experienced staff.

GENERAL QUALIFICATIONS

Education: BA/BS in Computer Science, Computer Engineering, or technology related field and 5+ years of direct industry experience; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Experience:

- Network Administration: 5+ years (Required)
- Physical and Virtualized Server Administration 5+ years (Required)
- Firewall Administration: 2+ years (Required)
- Active Directory, Azure AD, SQL, O365 Admin Center, SharePoint: 2+ years (Required)
- Network and IT related certifications: (Preferred)

Knowledge, Skills, and Abilities

- Knowledge of Network facilities and LAN/WAN infrastructure (routers, switches, firewalls and wireless devices)
- Knowledge of Microsoft O365, Azure, Exchange, SharePoint, OneDrive for Business, Teams administration
- Knowledge of Microsoft Windows Server 2012/2016/2019/2022 and Hyper-V virtual environments and services (DNS, DHCP, Active Directory, iSCSI, IIS, RDP)
- Knowledge of SQL and NetApp SAN servers
- Knowledge of Microsoft Windows 10 & 11
- Knowledge of Active Directory and Group Policy administration
- Knowledge of Audio-Visual systems and Virtual Meeting applications and concepts
- Knowledge of Avaya IP Office phone system administration
- Knowledge of Hosted website solutions and technologies
- Knowledge of Access Control and video surveillance system administration and concepts
- Knowledge of Network management and monitoring software
- Knowledge of Network security or virtual private network (VPN), Remote access administration
- Knowledge of Symantec Cloud Antivirus and Endpoint protection software
- Knowledge of Veeam Backup storage solutions
- Knowledge of Ethernet and Fiber connectivity
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Ability to consider the relative costs and benefits of potential actions to choose the most appropriate one.
- Ability to apply new technology.
- Skill in Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Skill in Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Skill in analyzing information and evaluating results to choose the best solution and solve problems.

Physical Requirements

Remain in a stationary position at a desk throughout the workday.	Regularly
Stand and perform tasks throughout the workday. May be stationary for periods of the day.	Regularly
Move about inside the office to perform different tasks of the position such as access the copy machine, file papers, or deliver mail to the reception area.	Regularly
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	Regularly
Move objects weighing up to designated # of pounds.	Seldom - 50 lbs
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom - 50 lbs
Converse with others both in person and over the phone.	Seldom
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
Move body into multiple positions to perform different tasks such as in the following examples: under desks, between walls, around servers and furniture, or to retrieve files from the bottom or top drawers of file cabinets.	Seldom
Performs duties in professional office environment.	Frequently
Performs duties while exposed to conditions of heat, cold, humidity, wind and/or rain.	Seldom
Drives a vehicle to perform CAPCOG business.	Seldom

KEY

Never 0% Seldom 0-30% Occasionally 30-60% Frequently 60-90% Constantly 90-100%

- Seldom would be up to 12 hours per week or 0 to 2.4 hours per day
- Regularly would be 12 to 24 hours per week or 2.4 to 4.8 hours per day
- Frequently would be 24 to 36 hours per week or 4.8 to 7.2 hours per day
- Constantly would be 36 hours to 40 hours per week or 7.2 to 8 hours per day

Other Requirements

- Dependable transportation for travel within the region, valid driver’s license and proof of vehicle insurance as required by the State of Texas.
- Requires passing and maintaining a CJIS background clearance.

I have read and understand all aspects of this job description. I have discussed the duties with my supervisor.

Employee Printed Name, Signature and Date

Supervisor Printed Name, Signature and Date