



DEPARTMENT OF

# INFORMATION SERVICES

## Network Administrator

**Salary:** \$48,513 - \$52,512

**Type:** Full Time

**Benefits:** Full Benefits

**Date Posted:** 12/23/2024

### About IS

Our mission is to provide efficient, centralized, and cost effective municipal information services to the Divisions and Departments of the City, in turn helping them to provide services to citizens. Furthermore, we intend to be good stewards of public resources in order to enhance the quality of life in the City of Salisbury. The Department of Information Services has three divisions: the Information Technology division, Geographic Information Systems (GIS), and the Connectivity division.

### Profile

The Network Administrator is responsible for managing and maintaining the city's IT network infrastructure to ensure seamless operations across departments. This includes overseeing the city's LAN/WAN networks (Ethernet, fiber, and wireless), installing and maintaining network equipment, software, hardware, and troubleshooting to resolve issues promptly. The role also involves ensuring network security, maintaining internet connectivity, and providing responsive help desk support with a strong customer service focus. Additionally, the Network Administrator contributes to the planning and implementation of future technology initiatives to deliver efficient and reliable services.

### Preferred Education

Associates degree in an Information Technology related field OR an equivalent combination of education, certifications, and experience.

### Preferred Experience

Minimum of two (2) years of experience in designing, implementing, and maintaining LAN/WAN networks and network security appliances. Additional experience in network project management, and helpdesk support is preferred.

### Requirements/Certifications

Customer service oriented with excellent verbal and written communication skills, and a valid driver's license.

### How to Apply

**1** Visit [salisbury.md/apply](https://salisbury.md/apply)

**2** Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

Jobs will be posted for a minimum of 2 weeks.

# City of Salisbury, MD

## Classification Description

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Classification Title: Network Administrator

Grade: 7

Department: Information Services

FLSA Status: NE

Date: 04/18/2024

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**Position Profile:** Under the general supervision of the Assistant Director of Information Services: I.T., provides network and computer technical support for the Information Services Department, including but not limited to: Routers, Switches, Firewalls, LAN and WAN (Copper, Fiber, BGP, VPN and Wireless) infrastructure, as well as desktop computers; Acts as a liaison to other departments of City government, performs other related work as required.

### **Duties and Responsibilities**

**Administration/ Task Completion** Holds self-accountable for assigned responsibilities; sees tasks through to completion in a timely manner.

- Provide networking helpdesk support for all departments and employees.
- Maintains LAN/WAN infrastructure.
- Installs and configures network equipment, PC software and hardware.
- Troubleshoots network problems and ensures network security.
- Maintains departmental Internet and Fiber connections.
- Assists with planning and implementation of future technology.

**Stewardship/Resources:** Safeguards equipment, supplies and materials

- Makes recommendations for purchase of new hardware for all networking projects.

**Skills Proficiency/Technical Aptitude:** Skillful in use of tools, hardware, software, and equipment.

- Knowledge of IP Networks, subnets and VLANS.
- Knowledge of Internet, BGP, IPSEC Tunnels, VPN functionality.
- Knowledge of TCP/IP, UDP and other networking protocols.
- Knowledge of Ubiquiti, FortiGuard and other common hardware.
- Effectively prioritize and multitask with attention to detail.
- Effectively communicate and maintain effective working relationships with other staff members and members of the public.

**Development/ Professional Development:** Participate in opportunities to earn or maintain professional credentials and certifications.

- Serve as point of contact with employees and assist with their requests.
- Work on improving technology skills by attending relevant trainings.

### Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria to combine in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Determines what needs to be done and acts on it. Takes charge before others do and/or without being instructed.

### Education and Experience

- One year of helpdesk environment offering LAN/WAN support, associate's degree or industry certification preferred.

### Physical Requirements

- This position requires infrequent lifting of moderately heavy items, such as equipment, boxes (up to 40 pounds) and occasionally requires stooping, bending and crawling..
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.