

**JOB DESCRIPTION**

**TITLE:** Network Administrator I  
**SUB-TITLE:** Virtual Desktop Infrastructure (VDI)/Systems Administrator  
**DIVISION/UNIT:** Information Services Division/Information Technology Unit  
**REPORTS TO:** Supervisor, Network Services Section  
**DATE:** January 2019      **PAY RANGE:** 19      **FLSA:** Exempt

---

**Job Objectives:** (Purpose of the position.)

Plan and execute the design, development, implementation, integration and support of systems and services into a complex computing environment. Ensure system security is maintained throughout the organization. Provide day-to-day management, administration, and troubleshooting of VMware VDI infrastructure. Provide day-to-day management of applications and other enterprise systems, including planning and managing capacity, security, and reliability testing, along with patching of infrastructure systems. Provide day-to-day management of the Kansas City Missouri Police Department Cisco VSOM system and Intellivue Records Management System.

**Essential Job Functions:** (Functions essential to attaining job objectives.)

1. Work with VDI pool managers to establish and maintain consistent and reliable images.
2. Apply high skill with commands, utilize and understand advanced aspects in the engineering and administration of VMware vSphere 6.5+ and Horizon View 7.x.
3. Have an in-depth understanding of how the VDI system interacts with and is dependent on other core IT infrastructure, servers and systems.
4. Continuously evaluate systems for improvement opportunities and make recommendation for enhancements.
5. Develop plans for deploying and administering virtual machines, images, vApps, video surveillance systems, records management system and centralized controlled printing.

## **KANSAS CITY MISSOURI POLICE DEPARTMENT**

Network Administrator I, Virtual Desktop Infrastructure (VDI)/Systems Administrator

Page 2

6. Configure and manage virtual guests using vCenter Orchestrator, vSphere Management Assistant (vMA) and vRealize.
7. Assist with the analysis and troubleshooting of performance and potential security issues.
8. Provide telephone, e-mail, and level two Help Desk ticket system support.
9. Collaborate with the other server, SAN and application teams, identify operational characteristics, determine the presence of a problem, identify possible solutions, select the most appropriate solution, and implement that solution in a timely manner in accordance with Change Control Process.
10. Develop and maintain installation and configuration procedures; contribute to and maintain system standards, policies, and procedures.
11. Maintain system performance by performing system monitoring and analysis, performance tuning, troubleshooting, system hardware, installation, firmware patching, and VMware View Pool software patching.
12. Apply hands-on experience with vSphere problem determination, capacity planning and root cause analysis, vSphere Thin Provisioning, Resource Pools, Host Profiles, and 3rd party plug-ins.
13. Must have a strong understanding of Cisco UCS server infrastructure.
14. Mentor and train team members on troubleshooting, maintenance, and administration of the Enterprise VDI environment.
15. Develop and document SOPs to be followed by 24x7 operations teams.
16. Continuously evaluate systems for improvement opportunities and make recommendations for enhancement.
17. Maintain reliable and predictable attendance. Must have the ability to work flexible hours, overtime, weekends and/or holidays, and participate in after-hours on-call support when necessary.
18. Install, configure and maintain network IP cameras on the KCPD's Cisco VSOM System.
19. Administer, maintain and provide end-user support on the Document Management System (Intellivue) for the department.

## **KANSAS CITY MISSOURI POLICE DEPARTMENT**

Network Administrator I, Virtual Desktop Infrastructure (VDI)/Systems Administrator

Page 3

20. Provide support for the KCPD's Ricoh copier printing environment.
21. The incumbent is expected to further their skills by using research, attending educational conferences and relevant courses or workshops.
22. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

### **Job Standards:** (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential functions of this position, the incumbent is required to have a Bachelor's degree in a technology related field from an accredited college or university or 5 years work experience with installing, configuring, and managing VMware Horizon View enterprise platform; Microsoft patching images and recompose desktop pools; manage and troubleshoot Virtual Desktop infrastructure; App Virtualization using VMware ThinApp, App Volumes; Manage and administer user Personalization technology such as VMware UEM; knowledge of change management process and experienced in planning and executing scheduled changes; closely work with AD, SQL, Network, and storage team. Manage IP based surveillance system.

The incumbent must have the ability to establish and maintain effective working relationships with department members, vendors, and the public.

Incumbent is required to maintain a current driver's license.

**Physical Requirements:** Sitting and/or standing for prolonged periods of time; lifting up to 50 pounds periodically; bending kneeling, pulling or pushing depending on project assignment.

### **Job Location:** (Place where work is performed.)

Duties are performed in a standard office environment 50% of the time; remaining 50% is spent at KCPD remote sites and local outside agency locations.

## **KANSAS CITY MISSOURI POLICE DEPARTMENT**

Network Administrator I, Virtual Desktop Infrastructure (VDI)/Systems Administrator

Page 4

**Equipment:** (Machines, devices, tools, etc., used in job performance.)

- Server, video equipment and printers
- Personal computer
- Telephone/Cell Phone
- Department vehicle
- Copier/Scanner/Fax

