

JOB DESCRIPTION

TITLE: Network Administrator II
SUB-TITLE: Network Administrator II – Server/Storage
DIVISION/UNIT: Information Services Division/Information Technology Unit
REPORTS TO: Supervisor, Network Infrastructure Services
DATE: September 2018 **PAY RANGE:** 20 **FLSA:** Exempt

Job Objectives: (Purpose of the position.)

The Network Administrator II – Server/Storage will work both independently and collaboratively to support the overall objectives of the Department. Responsible for the day-to-day operation of all the servers and storage environments. Deliver exceptional service and develop new skills.

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

1. Ensure server performance and maintain server hardware and operating systems.
2. Install, build, maintain and perform adds, moves and changes for all servers and storage devices. Plan and document new servers and storage devices.
3. Manage access to network resources including network accounts, mailboxes, exchange, etc. Create accounts, update and maintain Active Directory computers and user accounts. Set permission, group policies and perform software deployments through Active Directory.
4. Design, implement and maintain consistent backups and perform data file recovery as needed. Ensure business continuity is maintained through backups.
5. Design, implement and maintain storage and virtual environment.
6. Provide technical direction on network topologies, server configurations, hardware/software deployments, firewall configurations and other administrative

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- tasks related to the staging and maintenance of KCPD's development, testing and production servers.
7. Ensure timely and effective delivery of hardware upgrades, network upgrades and new configurations.
 8. Document technical requirements, develop and oversee project plans and implement change control procedures. Participate in technical advisory roles as required. Mentor associates and foster a learning and growth environment.
 9. Interact with customers at the technical level as required. Act as liaison for internal and external communications directly with customers as required. Provide Tier 3 support to desktop support technicians and Help Desk personnel.
 10. Build and maintain material describing activity levels and possible next steps requirements. Provide regular status reports and gather requirements and provide input into the infrastructure products that are bought or built.
 11. Ensure compliance to security standards, policies and guidelines. Perform monthly Microsoft security updates on all servers as per rotation schedule unless the task has been assigned to the application administrator.
 12. Perform problem solving, research and documentation of current and new servers in both physical and virtual environments and of storage units.
 13. Increase reliability and enhance efficiencies by implementing third party tools and scripts.
 14. Assist in the operation and maintenance of the network.
 15. Coordinate and work with outside vendors to resolve problems and issues with hardware and software.
 16. Assist in planning and deployment of disaster recovery procedures.
 17. Ensure that external and internal regulations and policies are met, including CJIS, security, audit and privacy.
 18. Must have the ability to troubleshoot network problems and advance skill sets through all platforms of learning and training.

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19. Collaborate with DBAs and others to assure apt storage usage.
20. Protect organization's value by keeping information confidential.
21. Accomplish strategic objectives by accepting ownership for accomplishing new and different requests; explore opportunities to add value to job accomplishments.
22. Maintain reliable and predictable attendance. Must have the ability to work flexible hours, overtime, on-call, weekends and/or holidays.
23. Continue advancing relevant skills through research and attending educational conferences and relevant courses or workshops.
24. Perform other related duties as assigned.
25. 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 technical knowledge of servers, storage units and network infrastructure or five (5) years' experience with LAN/WAN, servers, network infrastructure, storage, and related devices, network troubleshooting, and a good understanding of TCP/IP protocols and applications, IP sub-netting, the OSI model, DNS, DHCP, Email, HTTP/S and SSL. Incumbent must have the ability to troubleshoot and bring about recovery from hardware or software failures. The incumbent must have the initiative to learn new technology.

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.

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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.)

This is a full-time 40 hour a week position in a standard office environment with some local travel required.

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

- Server and storage equipment
- Personal computer
- Telephone/Cell Phone
- Department vehicle
- Copier/Scanner/Fax