



Public Safety Systems Network Administrator, Senior

Classification: 826**Division:** Technical Services**FSLA:** Exempt**Reports to:** Deputy Director**Direct Reports:** N/A

The position is responsible for performing duties related to computer, 911 phone operations, applications development and operations, telecommunications applications, and database management to support a regional communication center. This position works under the general supervision of the Deputy Director. As an expert level network administrator of the Clark Regional Emergency Services Agency, this position provides expert consultation and specialized analysis, design, development, acquisition, installation, maintenance, programming, testing, quality assurance, troubleshooting, and/or problem resolution tasks for agency-wide high risk/high impact, or mission-critical data network infrastructure. This position has on-call duties to ensure technical support is available 24 hours / 7 days a week / 365 days a year.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Install, configure, maintain and troubleshoot both local and wide area network hardware and software, such as Cisco routers and switches, WAAS, Wireless, ASA firewalls, VPN, network interface cards, PCs, hubs, and data circuits.
- Provide training and technical support to staff as needed
- Serve as a network technical advisor to agency staff and other user agencies
- Provide computer or technology support to the Clark Regional Emergency Services Agency (CRESA)
- Maintain, update and run a variety of records and reports produced from Computer Aided Dispatch (CAD), network monitoring and system utilization applications, and network security applications.
- Provide general design, installation, modification, recommendation, and operation of the data network/security infrastructure.
- Monitors network security events and systems, alerting proper staff of IT security events/problems.
- Troubleshoot and resolve problems reported by users. These may include 911 network failures, CAD interface issues, telephone line problems, mobile network issues, or computer system problems.
- Provide input in the development of requirements for and procurement of new upgrades to equipment, software, and network services which support 911 activities.
- Know, understand, and adhere to safety policies; observe and report potential hazards or breaches of safety plans while in the workplace.
- Perform other duties as assigned.

Qualifications

Any combination of qualifications demonstrating a candidate's knowledge, skills and abilities will be considered.

- Associate's degree or equivalent from a two –year college or technical school with an emphasis in Computer Technology or related field.
- Four (4) years of information technology experience such as consulting, analyzing, designing, programming, installing and/or maintaining network infrastructure equipment, providing customer or technical support, IT security and intrusion detection/prevention, and data network technology.
- Cisco Certified Network Associate certification preferred
- Demonstrated experience trouble-shooting and effectively resolving technical problems.
- Excellent communication and documentation skills.
- Working familiarity with public safety priorities, objectives and criticality is highly desirable.
- Proven critical thinking skills, independent judgment, initiative, and time and project management skills.



- Ability to pass all required job selection and training processes including a background investigation and pre-employment reference; and probationary period.

Knowledge of:

- Public safety communications (police, fire and medical) principles, practices, techniques and technology.
- Proficient use of computer and office equipment in office environment.
- Considerable knowledge of automated systems such as servers, workstation computers, telephone systems and local/wide area network systems.
- Demonstrated skill in troubleshooting data networks and applications, telecommunication equipment and systems including Voice over Internet Protocol (VoIP) telephone equipment.
- Advanced knowledge of data networking infrastructure, IP addressing, complex routing and switching, and system design utilizing switches, routers and firewalls. Understanding of TCP/ IP networking, VLANs, packet analysis, and sub netting. Knowledge in network related server hardware and software.
- Experience working Microsoft Active Directory, server management applications and operating systems, and virtualization.
- Knowledge of IT security best practices and policies.
- Routine programming and scripting languages.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- Familiarity with State, federal and local ordinances, laws, rules and regulations pertaining to public sector information technology, and public safety preferred.

Ability to:

- Establish and maintain positive, proactive and professional working relationships at all levels
- Communicate effectively and present information clearly, logically and persuasively
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues
- Carry a cell phone and/or pager, work irregular hours or shifts to connect with all operations personnel, be ready and available to respond by phone or in person at all hours of the day
- Communicate effectively both orally and in writing.
- Follow regulations, procedures and policies.
- Organize and maintain accurate files and records.
- Research and retrieve data and information from various computer applications.
- Maintain confidentiality of sensitive information.
- Work with a minimum of supervision.

Necessary Special Requirements: Must be able to adjust work hours as necessary and be available for call-out in event of emergencies. Must maintain 24-hour availability via an agency supplied wireless device capable of voice and data communication when assigned “on call” duties. Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis. Position may receive federal funding and have access to Criminal Justice Information System therefore incumbent will be subject to background investigation and may be subject to drug screening.

Physical / Sensory Requirement:

The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

| Sight and Vision | Frequency | Criticality of Requirement |
|--|---------------------|----------------------------|
| <ul style="list-style-type: none"> <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision. | Daily | Important |
| <ul style="list-style-type: none"> <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. | Daily | Important |
| Hearing | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range' | Daily | Important |
| <ul style="list-style-type: none"> Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range' | Daily | Important |
| <ul style="list-style-type: none"> Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. | Daily | Important |
| Speech | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. | Hourly / Constantly | Very Important |
| Touch | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> <i>Grasp.</i> Seize and hold object with fingers, palm, arms. | Daily | Important |
| <ul style="list-style-type: none"> <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. | Weekly / Monthly | Slightly Important |
| <ul style="list-style-type: none"> <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs. | Weekly / Monthly | Slightly Important |
| Physical Coordination | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Sit.</i> Remain in seated position to accomplish work. | Hourly / Constantly | Important |
| <ul style="list-style-type: none"> <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. | Weekly / Monthly | Slightly Important |
| <ul style="list-style-type: none"> <i>Walk.</i> Move about or travel on foot to accomplish work. | Daily | Important |
| <ul style="list-style-type: none"> <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations. | Weekly / Monthly | Important |
| Working Memory | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. | Hourly / Constantly | Important |
| <ul style="list-style-type: none"> <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. | Hourly / Constantly | Important |
| Comprehension | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation. | Weekly / Monthly | Very Important |
| <ul style="list-style-type: none"> <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. | Weekly / Monthly | Very Important |
| Environmental Working Conditions | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. | -- | -- |
| Level of Physical Activity | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. | Hourly / Constantly | -- |



EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.