

IT Network Administrator

GENERAL SUMMARY

Grand Traverse County Information Technology (IT) seeks an experienced systems administrator network who's eager to use and grow their technological skills. In this role, the successful individual will protect our critical information, systems, and assets, build solutions, implement new security software and security hardware, provide training, and develop an overall network security strategy.

From early on, you'll help empower our breakthrough innovations, be given challenging assignments, lead initiatives, and take ownership and responsibility. Our ideal candidate will be passionate about applying their skills to a technology-based business model that creates real-world solutions for Grand Traverse County.

Employees must meet the minimum requirements, conditions of employment and successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours on weekdays, weekends, and holidays. It may also require travel by the employee in the employee's vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Installs configure and maintain SIEM appliance, IPS/IDS appliance, firewall, antivirus, anti-spam, anti-malware applications
- Creates scripts for automation of everyday tasks, knowledge of Power Shell and Cisco IOS 12.3 and higher
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT network infrastructure and security appliances
- Responsible for maintenance, upgrades, replacements, monitoring of network switches, setting up and monitor the virtual private network, virtual gateways, maintenance of public and private IP documentation
- Responsible for implementation, heat map documentation and investigation, security, and implementation of wireless technology and updates March 2021
- Will be the subject matter expert for completing the DHS grant application information and an active participant in the development, delivery, and maintenance of end-user security training.
- Monitoring the use of application within the organization to avoid breaches
- Upon the detection of a potential threat or attempted breach, manage the intrusion, providing situation reports, working with cybersecurity experts, police, and additional investigative agencies
- Responding to all system and network security breaches during and outside of daily business hours
- Implement and maintain an automated method to securely synchronize Microsoft Active Directory, Azure Active Directory, Active Directory Connect, as well as the virtual desktop infrastructure

Grand Traverse County, MI
Job Description

- Thorough and deep understanding of Security/Risk/Privacy standards, frameworks, and architectures and their application into diverse customer environments and business operations, inclusive of US Privacy and Breach Laws, ISO, NIST, CIS, HIPAA, PCI, SOX, and SOC requirements
- Other duties as required

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Associates Degree Information Technology with an emphasis on Infrastructure or closely related field
- Associates Degree Criminal Justice or two years experience
- Two to four years of system administration experience with wired/wireless network infrastructure
- Two to four years of experience with physical/virtual firewalls, network as a service (NaaS)
- Comp TIA Security Plus, network, and A+
- Demonstrated working knowledge of PowerShell and other scripting applications
- Ability to implement new technology and provide guidance into IT strategy
- Knowledge of implementing technology leading practices related to cloud security, storage, data protection, and disaster recovery protocols

CERTIFICATIONS, LICENSES (minimum requirements)

- Cisco Certified Network Associate (CCNA) in the following disciplines, Router/switch, cybersecurity, wireless
- Cisco Certified Networking Technician (CCENT)
- Certified Meraki Network Operator (CMNO)
- Microsoft Certified Technology Specialist (MCTS) server administration discipline
- Azure Certified Azure Security Engineer, in process or completed 18 months after acceptance of the position

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. An appointment to or continued employment in this job is contingent upon a satisfactory background check. Which may include, but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and drug and alcohol testing as needed and allowable by law. A satisfactory background check is defined as the absence of a criminal history record that bears a demonstrable relationship to the applicant's or employee's suitability to perform the position's required duties and responsibilities.

DISTINGUISHING CHARACTERISTICS

Work involves the development of new guidelines and techniques. Establishing criteria or developing further information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances and make decisions in significant areas with uncertainty in approach, methodology, and interpretation. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and adverse media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment.
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel.
- May be required to lift/move up to 50 pounds (such as personal computers and Peripherals)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Thorough working knowledge of wide-area and local area network technologies
- Advanced knowledge of security systems
- Advanced knowledge of multiple operating systems and platforms, the internet, and related technologies March 2021
- Proficient in the operation of personal computers, their components, auxiliary equipment, and their interaction with other computer hardware
- Proficiency in English grammar, spelling, punctuation
- Knowledge of mathematical techniques applicable to the Work
- Interpersonal skills are necessary to develop and maintain adequate and appropriate working relationships with customers, co-workers, and vendors.
- Knowledge and ability to use a personal computer to perform required duties, as well as prepare reports, maintain records, search for and compile data
- Skill in operation of modern office equipment such as a personal computer, facsimile, copiers, scanners, and telephones
- Skill in researching and resolving problems to ensure compliance
- Skill in assessing clients needs and in assisting clients in seeking solutions to problems
- Ability to install cable and connectors, configure hardware, network connections, and any software
- Ability to comprehend, review and analyze complex data and follow complex instructions
- Ability to assess and provide training and guidance within an area of specialized knowledge
- Ability to interpret and explain complex computer operations and applications in layman's terms
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply good judgment, solve problems, make effective decisions, and act with integrity

Grand Traverse County, MI Job Description

- Ability to comprehend, process, and involve both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files.
- Ability to use County resources effectively and efficiently