

# CITY OF UTICA

# NOTICE OF VACANCY

## THE CITY OF UTICA

announces that a vacancy exists in the City of Utica for

# NETWORK TECHNICIAN

**Salary:** \$59,603 - \$66,962

**Classification:** CSEA, Competitive Position  
Membership in the NYS Retirement System is Mandatory  
Eligible for Health Insurance and Dental Insurance

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for the installation and maintenance of Local Area Network (LAN) components, end-user support services, and network administration in one or more city departments. The incumbent installs, modifies, and maintains a variety of computer hardware, software, and peripheral components; diagnoses and resolves end-user network problems, and performs routine backup, and restoration of network computing activities. Work is performed under general supervision following outlined policies and procedures allowing for the exercise of independent judgment in planning and carrying out the details of the work. Supervision is not a regular responsibility of the position. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Installs, modifies and maintains Local Area Network (LAN) components including computer hardware, software, network switches, firewalls, routers, patch panels, and related equipment;

This position is for a Systems Administrator/Network Engineer. The person filling this position would be responsible for all back-end network functions. The responsibilities would include but are not limited to;

Maintaining and controlling a variety of network types including; LAN, VLAN, WAN, SAN, WLAN, Wi-Fi, and VoIP;

Troubleshoot, diagnose, and resolve problems, as well as designing network solutions;

Monitor overall network health and performance;

Carry out configuration, routing, and switching for all connected devices;

Maintain and configure firewalls, gateways, hosts, SANs, switches, virtual machines, gateway, and endpoint security solutions;

Install, configure, test, maintain, monitor, and troubleshoot network-related hardware and software to deliver required network service levels;

Establish and maintain Change Control;

Work directly with the I.T. Director and various vendors and partners to research and recommend solutions for network enhancements;

Work with all established and future wireless and camera networks;

Configure and maintain multiple VLANs and Domains;

Responsible for installation, testing, and maintenance of all network services and security;

Responsible for working with others to quickly assess and solve network issues;

Must possess good technical writing skills to create and maintain accurate concise documentation;

Critical thinking and problem-solving: Must possess strong analytical skills to assess complex problems, evaluate multiple solutions, and make informed decisions under pressure to resolve issues and minimize downtime;

Follow and maintain the City of Utica's Standard Operating Procedures;

Maintain equipment inventory, and other policy documents to reflect any procedural, physical, or configuration changes (i.e., change control);

Provides support and implementation of local area networks by installing and configuring operating systems and productivity software and assisting in the installation of various hardware;

Diagnoses and resolves software and hardware incidents, including operating systems (Windows) and across a range of software applications;

Assists other I.T. Technicians and/or users with IT-related issues;

Takes ownership of issues by carrying out problem analysis to implement temporary or permanent fixes to restore service to the user(s) as soon as possible; escalating incidents to other support teams where necessary;

Records, updates, and documents requests using the IT service desk system (Spiceworks) and records information in our Operations Manual;

Works with higher level technical support team to assist in the configuration of network equipment and appliances that may include firewalls, managed switches, spam filters, and content filters;

Resolves incidents with printers, copiers, and scanners;

Maintains excellent verbal communication skills with the ability to communicate effectively with technical and non-technical users at all levels in the organization;

Must have a strong understanding of networking including routers, switches, firewalls, servers (physical and virtual), SAN, LAN, VLAN, WAN, WLAN, and VoIP;

Responsible for the installation, testing, and maintenance of all network services as well as regulating their use through proper network security. This includes but is not limited to file, print, email, voice, web, database, routers, switches, firewalls, SPAM and antivirus solutions, remote access, backup, and monitoring systems;

Follows and maintains the City of Utica Standard Operating Procedures, updates the City of Utica's Operations Manual, maintains equipment inventory, and other policy documents to reflect any procedural, physical, or configuration changes (i.e., change control);

Must be prepared to meet deadlines, report to the director on project status, and make recommendations for network and standalone improvements/repairs.

**FULL PERFORMANCE REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of the use and operation of a computer and related peripheral equipment; good knowledge of and ability in the use of the English language; good knowledge of office terminology and procedures; ability to adapt purchased software to existing applications; ability to understand and follow oral and written instructions; ability to plan and schedule data processing activities; ability to instruct others in the use and adaptability of purchased software; ability to establish and maintain effective relationships with members; integrity; good judgment; accuracy; tact and courtesy.

**MINIMUM QUALIFICATIONS, INCLUDING SPECIAL REQUIREMENTS:**

- A. Graduation from a regionally accredited or New York State registered college with a Bachelor's Degree in computer science, information resource management, microcomputer technology, networking, or a related field AND two (2) years experience in as a systems administrator, network engineer, or senior network technician; OR
- B. Graduation from a regionally accredited or New York State registered college with an Associate's in computer science, information resource management, microcomputer technology, networking, or a related field AND three (3) years experience in as a systems administrator, network engineer, or senior network technician; OR
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**SPECIAL REQUIREMENT:**

Possession of a valid NYS Drivers License is required at the time of appointment and must be maintained throughout employment. Incumbent is required to travel to other City of Utica locations and must have their own reliable transportation.

**Applications:**

Applications/resumes should be submitted to Civil Service, Utica City Hall, 1 Kennedy Plaza, Utica, New York 13502.

*For more information about this position, please call the Information Technology Department at (315) 792-0156.*

*This posting is for filling a position on a provisional basis, a Civil Service Exam will be scheduled in accordance with NYS Civil Service Law.*

Applicants must be residents of the City of Utica.

**THE CITY OF UTICA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**

It is the policy of the City of Utica to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, military status, genetic predisposition, carrier status, political affiliation or belief.

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