



Where Life is Sweet

## City of Hermiston, Oregon Position Description

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**Job Title:** Systems/Network Engineer

**Department:** Information Technology

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### **General Statement of Responsibilities**

The Systems/Network Engineer is responsible for highly technical, analytical and operational work to ensure strategic plans are followed to achieve project goals. This position requires designing, planning, implementing and maintenance of City server networks and related equipment.

### **Supervision Received**

Works under the direction of the IT Director who reviews work primarily on the basis of results attained.

### **Supervision Exercised**

Direct supervision of IT staff, may be assigned on an as needed basis.

### **Examples of Duties - Essential Functions**

1. Assists in the evaluation, installation, configuration and maintenance of system hardware and software, including operating systems application and database installations and system upgrades.
2. Designs and documents hardware and software installation processes for IT staff.
3. Evaluates and documents user requirements and issues to be resolved.
4. Provides technical assistance to system users in accordance with applicable information systems policies, procedures, methods, and techniques.
5. Investigates system functionality issues reported by users; troubleshoots and resolves production problems. Escalates issues to senior staff for resolution as appropriate.
6. Diagnoses and resolves computer hardware and software problems.
7. Analyses system problems and develops feasible solutions in accordance with computer industry best practices whenever possible. Documents computer system specifications for proposed solutions to known problems or new capabilities needed.
8. Investigates and resolves production problems.
9. Prepares systems and end user training materials; provides informal system training for users.
10. Distributes information regarding system changes or enhancements.
11. Performs systems administration tasks including establishing and maintaining user accounts for the network, Internet e-mail, entity specific software applications.
12. Coordinates and participates in maintenance and repair with information technology staff, vendors and partner agencies.
13. Performs database administration duties; assists in planning, designing, and implementing and troubleshooting databases; maintains database security and user access.

14. Manage all security systems and implement best practices.
15. Ability to drive to and from job sites
16. Performs other duties as required.

### **Screening Criteria**

#### **Education and Experience:**

- Bachelor's degree in Computer Science or related field; preferred
- Minimum five (5) years' experience in system administration or related field;
- Certification in Microsoft or equivalent preferred

#### **Special Requirements/Licenses:**

- A valid Oregon driver's license and proof of an acceptable driving record are required

**Knowledge of:** Proven knowledge of system capacity, planning, security and general system and data management. Installation and administration of Microsoft operating systems for workstations, administration of user accounts, groups, roaming profiles, shared resources, permissions, and the Microsoft Office Professional Suite. Backup Exec, Exchange Server, Microsoft Internet Information Server, SQL Server, Active Directory, DHCP, WINS, DNS and other email and network related software. Networking systems, architectures, and protocols used on Microsoft and Windows operating systems including TCP/IP. Security protocols for computer information systems and telecommunication systems. Data processing hardware, software and telecommunications used in City departments and outside agencies. VOIP telephone, servers, workstations, laptops, modems, projectors, routers, switches, hubs, and DSU/CSU. Troubleshooting, analytical, and problem-solving techniques to resolve issues.

**Skills:** Strong organizational skills, including effectively working with different vendors, departments, outside entities, and managing simultaneous and competing responsibilities. Project management skills, including planning deliverables and milestones, resources, and timelines. Direct, hands-on experience with automated software management tools. Excellent written and oral communication skills, listening, and interpersonal skills.

**Ability to:** Work independently and prioritize work to meet the needs of the City; communicate complex technical information to both subject matter experts and users in a professional and understandable manner; ability make decisions, assess risk and perform complex tasks.

**Physical Demands of Position:** *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

*This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.*

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, telephones, and driving; and while moving equipment and office supplies. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to lift and/or move materials under 5 lbs. frequently, 5-60 lbs. rarely. This position requires both verbal and written communication abilities.

**Working Conditions:** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is primarily working indoors in an office environment. Occasionally subject to driving conditions. The noise level in the work environment is usually moderate and lighting is adequate. Employee may be required to work outside of normal work hours such as evenings, early mornings, and/or weekends. Requires travel, to and from job sites within local region, and travel occasionally from two to seven days in duration, for conferences and trainings.

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