

**OTTAWA COUNTY CENTRAL DISPATCH AUTHORITY
JOB DESCRIPTION**

NETWORK ADMINISTRATOR

Supervised By: Executive Director
Supervises: IT Technician and other staff assigned to IT duties

Position Summary:

Under the general supervision Ottawa County Central Dispatch Authority's (OCCDA) Executive Director, the Network Administrator plans, directs, and oversees the computer operations of Central Dispatch. Provides technical knowledge and expertise in the planning of software, hardware, and technological strategies. This includes workstations, servers, firewalls, and other networking equipment. Provides oversight of the dedicated circuit remote network of computers placed at police, fire, and court locations.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Plans, directs, and oversees the computer operations of the organization. Provides technical knowledge and expertise in the planning of software, hardware, and technological strategies.
2. Maintains, optimizes, and manages all computer hardware at OCCDA. Installs, configures, troubleshoots, and supports the hardware and software associated with the organization's computer and network infrastructure including software applications, networked computers, cabling, modems, printers, and associated peripherals.
3. Oversees the procurement and installation of new hardware and software applications. Assesses organizational needs, receives quotes, and recommends the purchase of new products. Interacts with vendors and service providers regarding technology purchases.
4. Oversees and participates in all process modifications, hardware and software upgrades, the expansion of the network infrastructure, and repairs on all servers.
5. Maintains the wide area network, local area network, wireless network, and private mobile network for police and fire departments.
6. Maintains inventory of information systems equipment, licenses, parts, and remote access. Keeps logs and other records related to warranties, repair and service activities, licensing information, and related documentation.
7. Consults with user agencies regarding network use. Meets with users, determines needs, addresses problems and adjusts procedures as necessary. Configures software and hardware for user agencies consistent with the operating policies of OCCDA.
8. Manages OCCDA participation in a county-wide criminal justice information network. Attends meetings and consults with members on regional and network issues.

9. Maintains the Computer Aided Dispatch System at OCCDA. Assists with maintenance of the enhanced 9-1-1 computer hardware system.
10. Ensures security standards are up to date including the security of the Center's network, LEIN, dispatch systems, electronic storage, and all other systems. Participates in the development and implementation of disaster recovery systems.
11. Maintains and configures a fleet of mobile computers and provides PC support as needed. Travels throughout the County to troubleshoot and provide support to user agencies as needed.
12. Develops applications, provides PC support, and performs back-up and recovery on all systems. Configures firewalls to provide access to external networks.
13. Responds to emergency technical issues. May be required to work outside of normal business hours in the event of technical emergencies.
14. Keeps abreast of new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops and seminars.
15. Performs other duties as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- A bachelor's degree in computer science, information systems, or related field is required.
- Three or more years of experience performing network administration, programming, computer hardware and software support, or related duties is required.
- State of Michigan Vehicle Operator's License, or the ability to obtain one prior to the start of employment, a satisfactory driving records, and the ability to maintain one throughout employment.
- Computer hardware and/or network certifications preferred.
- Thorough knowledge of the principles and practices of information technology, computer networks, and electronic and cloud-based storage.
- Thorough knowledge of network technologies, including installation, maintenance, documentation and testing of LAN's, WAN's and Client Server related hardware and software.
- Knowledge of municipal operations as they relate to the usage and capabilities of a computer network system and applying complex operating systems and interactive programs to municipal operations and services.
- Knowledge of VMWare virtual environments, SQL databases, Windows Active Directory, and Exchange email server.

- Skill in compiling and evaluating complex information and formulating effective policy and service recommendations.
- Skill in leading, delegating, training, and supervising the work of others.
- Ability to install, maintain, and modify packaged software.
- Ability to devise and initiate improvements in networking practices and procedures.
- Ability to communicate effectively and present ideas and concepts orally and in writing, and make public presentations.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with citizens, elected officials, employees, other governmental agencies, and municipal employees.
- Ability to work with a high degree of accuracy in receiving and processing complex data.
- Ability to critically assess situations, problem-solve, exercise a high degree of diplomacy, and work effectively under stress, within deadlines and changes in work priorities.
- Ability to attend meetings scheduled outside of normal business hours, travel to other locations, and respond to emergencies on a 24-hour basis.

Physical Demands and Work Environment:

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

While performing the duties of this job, the employee spends the majority of their time in an office setting with a controlled climate where they sit and work on a computer for extended period of time, communicate by telephone, email, or in person, and move around the office to travel to other locations.

The employee must occasionally work outside the office and may need to lift and/or move items of light to moderate weight. The employee is occasionally required to utilize small tools and various supplies to repair or install equipment and may be exposed to risk of electrical shock. The noise level in the work environment is usually quiet but can become moderately loud when working in the dispatch center or traveling outside of the office.