



Lane Council of Governments
LAN Administrator

| |
|--|
| Working Title: LAN Administrator |
| Classification/Salary Range: EA Range 25 |
| Division/Work Group: Government Services/Telecommunications |
| Supervisors Name: Chief Technology Officer (IS Program Manager) or IS Service Manager |
| Position Location: Park Place Building, Schaefers Building, or other locations as needed |
| FLSA Status: Exempt |
| Representation: EA |

Position Information

The primary role of the LAN Administrator is to ensure efficient and effective operations and service across agency and member computer networks. This is a hands-on position, and the incumbent will be our primary technical resource for providing Tier 1 triage service and support, and for providing Tier 2 technical support, network and systems administration, project management, and technical consultation for the design and engineering of new solutions.

Essential Functions:

1. Acts as the primary technical support resource for LCOG employees and participating member entities; answering design and configuration questions, managing and supporting local and wide area networks, and providing complex technical and infrastructure related assistance to agency staff and to LCOG's external member-customers.
2. Works to maintain the health and optimization of the agency's enterprise data and systems network, by resolving hardware, software, network, server, and print related support requests. The person in this role will also be expected to take necessary steps to prevent further recurrence of any issues.

3. Develops a depth/breadth of knowledge of the applications and infrastructure of LCOG's different divisions and program areas, as well as each member agency that contracts with LCOG for technology support services.
4. Works well in partnership with vendors and contractors to assist LCOG staff and member agencies in leveraging the most potential from their existing investments, and in configuring and designing solutions to meet their short and long-term goals.
5. Responsible for planning and scheduling the successful deployment of technology projects, by ensuring that technical designs are understood, tested, and implemented correctly.
6. Works with members, vendors, consultants, and contractors, to understand priorities and set the right expectations for deadlines and status reporting.
7. Provides systems support for building and installing physical and virtual servers, configuring peripherals, services, settings, directories and storage, deploying security updates and patching, provisioning, performing network assessments, analyzing network traffic, maintaining Active Directory and Exchange mail systems, performing backup services, and deploying group policies, in accordance with industry standards and project/operational requirements are core responsibilities for a successful candidate in this role.
8. After hours technical support as needed.

Other duties as assigned.

Additional Duties:

Commitment to working effectively and collaboratively with colleagues, members of the public, and others from diverse backgrounds, in support of an inclusive and respectful environment.

Regular and on-time attendance.

Requires collaboration with IS Program Manager and LCOG staff.

Knowledge, Skills, and Abilities

This position requires specialized knowledge and expertise in network and server administration, and knowledge of how they interact and relate to various services and platforms.

Excellent interpersonal skills and a proven ability to communicate effectively across organizations. A strong team player who can obtain positive visibility and credibility quickly, and contribute to the success of the Lane Council of Governments and member agencies.

Demonstrated ability to work independently on largescale projects with minimal supervision.

Solution-oriented and customer-centric. This position requires the successful candidate to adapt to various different types of client environments.

Project management skills, with the ability to develop a plan and deliver against objectives.

Must be able to travel as needed to client sites.

Preferred Skills:

Previous work experience in a Network/Systems Administrator role.

Previous work experience in telecommunications.

Previous work experience in the public sector and with governmental practices and procedures.

Considerable knowledge of data networking concepts and LAN/WAN topologies.

Knowledge of Microsoft Active Directory and Microsoft Exchange, LANDesk, Group Policy, Firewalls & VPNs, File/Print Servers, and Remote Support.

Commitment to working effectively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Minimum Qualifications

Education and Experience

Two years of progressively responsible experience in providing IT Services, or any combination of education and experience which would provide the applicant with the required knowledge, skills, and ability to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County.