

# GILA COUNTY HUMAN RESOURCES

## JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



**POSTED: JUNE 19, 2013**  
**CLOSING DATE: JULY 1, 2013**

**DEPARTMENT:** Information Technology

**POSITION:** Systems & Network Communications Analyst

**LOCATION:** Globe

**JOB CODE:** 13-069

**ANNUAL SALARY:** \$44,241.60-\$65,665.60 DOE

### **NATURE OF WORK**

Plans, develops, installs and maintains Gila County network software and communication links.

### **DUTIES AND RESPONSIBILITIES:**

- Administers Window servers within the County network and conducts related installation, configuration and maintenance; ensures all system updates are regularly performed; distributes and monitors server storage space allotments; sets up active directory, active directory polices, security, and batch files.
- Responsible for analysis/troubleshooting, system monitoring and administration of IP phone system and Unity Voice mail, day to day maintenance and support as required; provides support for various hardware, software, and equipment issues and problems, as well as service or maintenance for the various server equipment and systems; coordinates with outside vendor technical support to resolve operating issues.
- Inputs new telephones, voice mails, call attendants, and attendant consoles; stays abreast of latest telephone technology.
- Conducts network asset management functions including maintenance of network component inventory; analyzes system/application usage; plans for growth and increases in network capacity.
- Administers exchange email system; installs, configures and initiates exchange servers; provides on-call support for end users; monitors and analyzes email server software, system usage, and plans for growth/increases in capacity; resolves problems affecting messaging systems.
- Recommends, schedules and performs software improvements; adds/removes new and existing end user accounts; develops, implements and maintains technology policies and training for end users.
- Installs and maintains SQL database servers; ensures they are performing properly; analyzes, troubleshoots data or performance issues.
- Coordinates and negotiates with vendors, outsourcers and contractors regarding securing new technology, testing and troubleshooting.
- Manages system backup functions; designs and implements disaster recovery plans for operating systems, databases, networks, servers, and software applications.
- Supervises and monitors network service desk activities; ensures the provision of timely assistance by Network Technicians.
- Researches and implements video streaming technology for board meetings.

### **WORKING ENVIRONMENT:**

Work is performed in a technology environment; may be exposed to variable weather conditions and/or hazardous conditions when responding to emergency situations; standing, walking, bending, and lifting/carrying up to 100 pounds is involved.

### **DISTINGUISHING CHARACTERISTICS:**

This is a Senior Analyst level in the Information Technology job family. At this level the position has complete and full knowledge of industry standards and practices, the position requires traditional telephone expertise in call routing; Interactive Voice Response (IVR) unit concepts and practices; and Call Routing Concepts and Practices, basic and advance troubleshooting of Microsoft server operating systems and server hardware. At this level the position solves complex problems of a wide scope and complexity following established policies and procedures.

**Continue on back of page.....**

**EMPLOYMENT STANDARDS:**

Associate's Degree in Information Technology or a related field and four years systems administration experience; or equivalent combination of education, training and experience. A valid Arizona Driver's License; Microsoft Certified Systems Engineer (MCSE) Certification; CIPT Microsoft Exchange Certification.

**KNOWLEDGE, SKILLS & ABILITIES REQUIRED:**

**Knowledge of:** Principles and practices of information technology; information technology equipment; network operating systems; network server administration, installation and maintenance processes; exchange and active directory servers; telecommunications and voice mail systems; email server software; procedures and protocols relative to systems backup; disaster recovery plans; video streaming technology; database servers.

**Ability to:** Administer and maintain County network servers; analyze systems and applications usage; monitor server storage space allotments; administer telecommunications and voice mail systems; install, configure and administer email exchange servers; install and maintain database servers; troubleshoot technology related issues; maintain network component inventories; oversee system backup functions; develop and implement disaster recovery plans; coordinate network service desk activities; communicate effectively orally and in writing.

**Skills in:** Coordinating, installing and maintaining network and communication systems.

**NOTICE:** APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.