Name			
Position Title	Network Specialist	**Department**	Information Technology (IT)
FLSA	Exempt	**Reports To**	Deputy Director of Information Technology (IT)
Pay Grade	12	**Unit**	Non-Represented
FTE	1.0 FTE		

Purpose of Position

The purpose of this position is to maintain the City's computer networks and back-end data center infrastructure. The incumbent performs confidential tasks and exercises significant latitude to make independent decisions and commit city resources. The work is performed under the direction of the Deputy Director of Information Technology.

Essential Duties & Responsibilities

The following duties are normal for this position. The duties and responsibilities are not toe be construed as exclusive or all-inclusive. Other duties may be required and/or assigned.

- Assists in the administration of the City LAN/WAN policies and procedures. Assist in policy and procedure development and recommendation.

- Assist in the monitoring of network performance and auditing of network reports; troubleshoots LAN/WAN problems including hardware, software and user problems; assists users with network systems.

- Install, test, and troubleshoot problems with communication hardware and cabling including CAT5/6, fiber optics and wireless.

- Read and analyze technical network documents and makes recommendation to the Deputy Director of Information Technology and/or implements changes accordingly.

- Assists with engineering, purchasing, building, configuring, implementing, and administering of:
  - Microsoft Windows, VMW are and Linux servers.
  - Storage SANS
  - Microsoft Exchange e-mail systems
  - Email spam filters and archiving appliances.
  - Web Filters
  - Microsoft Active Directory (AD) and Domain Name Services (DNS)
  - Anti-virus software systems
  - Server applications including web servers and databases.
  - City backup and disaster recovery infrastructure
  - IT environmental control systems
  - IT backup power supply systems
  - Network Hardware: Switches, Routers, Firewalls, IDS/IPS, VPN, Wireless Controllers and Access Points

- Assists with the administering and maintaining of a variety of end-user applications.

- Monitors, schedules and perform regular patch installation of software, hardware and operating systems.

- Complies with all City Cyber Security policies and procedures.

- Maintains hardware, software, data, and network security.

- Assists with the review and response to reporting from security tools, including IDS, firewalls, VPN, vulnerability assessment tools, and anti-virus.

- Assist with Cyber Incident Response within the Information Technology department, external agencies, and law enforcement as required.

- Assists in administering and controlling of network access, provisions user accounts, email addresses, passwords, and grants and revokes network privileges.

- Follow procedures and security protocols in order to safeguard sensitive data.

- Read and analyze security documents and makes recommendation to the Deputy Director of Information Technology.

- Participate in information risk and vulnerability assessments. Assists in implementing approved risk analysis tools to address findings from risk assessments.

- Assists in the performance of preventative maintenance tasks on IT infrastructure.

- Install and maintain security cameras and duress notification system.

- Provide level III Help Desk assistance and provides formal training to users. Responds to calls escalated from Helpdesk Technicians and other staff.

General IT Department Duties & Responsibilities

While the following tasks are necessary for the work of the department, they are not an essential part of the purpose of this position and may also be performed by other department staff.

- Reports observed misconduct of internet and computer usage to the Director of Information Technology and/or the Deputy Director of Human Resources.

- Must maintain confidentiality of City personnel data and other proprietary information.

- Complies with all City and department policies and procedures, to include, but not limited to: PCI, PII, HIPAA and CJIS.

- Maintains regular and predictable on-site attendance.

- Behaves in a professional, courteous, and respectful manner towards department personnel, city staff, elected representatives, contractors, vendors, and the public always.

- Could assist in confidential investigations, including data retrieval of employee computer systems, which may result in disciplinary measures of an employee. Will create reports and provide interpretation of reports. Must maintain confidentiality of City personnel data information and other proprietary information and employee personnel and medical information.

- Occasional work beyond the normal working hours, including weekends, will be required of this position. This position will participate in an on-call rotation schedule.

Additional Duties & Responsibilities

While the following tasks are necessary for the work of the department, they are not an essential part of the purpose of this position and may also be performed by other department staff.

- Processes departmental records including timesheets, invoices, and purchase orders.

- Install and maintain, or assist in the installation or maintenance of, network and workstation hardware and software.

- Diagnose hardware, software, and operator errors; recommend or perform remedial action to correct problems; repair hardware or refer to appropriate technical support vendor.

- Assist in performing database administration tasks.

- Make, install and maintain network cabling.

- Must write and modify scripts to assist with day-to-day duties.

- Performs related functions as assigned or required.

Minimum Training & Experience Requirements

- Bachelor's degree in computer science, MIS, or a related field with two years of related experience, or associate's degree and four years of related experience requires.

- Experience required with Cisco Firewalls, Routers, and Switches. Work experience required in VMWare, Windows Server, Active Directory, Microsoft Exchange, and LAN/WAN network technologies.

- Experience preferred in the following areas: Desktop Operating Systems; Microsoft Office; TCP/IP, Microsoft DHCP server, and Veeam Enterprise Backup software.

- CCENT / CCNA certification required within one year of hire.

- Strong oral and written communication skills required.

- Position requires a valid driver's license.

- Must be able to pass an FBI background check.

Knowledge, Skills, and Abilities

Proficiency with
- Microsoft Office (Word, Excel, Outlook)
- Microsoft Windows 10
- Microsoft Windows Server 2008 R2 – Current
- Cisco Networking

Familiarity with tools such as:
- Intrusion detection & protection (IDS/IPS, SNORT)
- Host-based intrusion detection systems (OSSEC, Shodan)
- Penetration testing / network security assessment (Kali Linux, BeEF, Metasploit).
- Web application security (OWASP, Nmap)
- Vulnerability Scanners (Nessus)
- Password assessment (HASHCAT)

- Cyber-attack management (ARMITAGE)
- Network Packet Analyzer (Wireshark)
- Linux (CentOS, Ubuntu)
- Configuration Compliance and Benchmarking (CIS-CAT Pro).

Knowledge of Standards
- CIS Benchmarks for Servers, Hardware, and Software.
- HIPAA and PCI regulations and requirements
- FISMA LOW and MODERATE

Physical & Mental Requirements

Language Ability and Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

- Requires the ability to persuade, convince, influence, train, and monitor, in favor of a desired outcome. Requires the ability to act as a project lead person.

- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as reports, logs, lists, documentation, manuals, software including Windows 10, Windows Server 2012 - 2019 and others, policies, procedures, guidelines, and non-routine correspondence.

- Requires the ability to effectively communicate orally and in writing with the Director of Information Technology, all department personnel, other City departments and computer users, City Council, vendors, and the public.

Mathematical Ability

- Requires the ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, decimals, interest, discount, and ratios; may require the ability to perform mathematical operations with fractions and algebra. Ability to interpret descriptive statistical reports.

Judgement and Situational Reasoning Ability

- Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

- Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Physical Ability

- Requires the ability to operate, calibrate, tune, and synchronize, and perform complex rapid adjustment on equipment, machinery, and tools such as a computer and other office machines, vehicles, test instruments, and/or related materials used in performing essential functions.

- Requires the ability to coordinate eyes, hands, feet, and limbs in performing movements requiring skill and training, such as maintaining computer systems.

- Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing, and pulling moderately heavy objects and materials, twenty to fifty pounds, sometimes more.

- Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials, and tasks.

- Requires the ability to wear a respirator and other safety gear including safety glasses and fall arrest harnesses.

Environmental Adaptability

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors may cause discomfort and poses a limited risk of injury.

The City of La Crosse is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.