



DUBLIN
CALIFORNIA

INVITES APPLICATIONS FOR THE POSITION OF

NETWORK SYSTEMS COORDINATOR

APPLY ONLINE AT WWW.CALOPPS.ORG

SALARY

\$8,212 – \$10,267 per month

JOB TYPE

Regular, Full-Time

FILING DEADLINE

Friday, February 5, 2021 at 5:00 PM

THE POSITION

The City of Dublin is seeking a Network Systems Coordinator to manage, administer, and secure the day-to-day network systems operations infrastructure; perform a variety of professional, technical and analytical tasks to support the network infrastructure, including but not limited to, data and voice communication systems. The Network Coordinator will also stay informed regarding modern technology, and provide recommendations, support and assistance to the CISO. The person in this position must be fully competent to perform a wide range of information systems support and may be assigned to provide functional direction over systems support Staff.

EXAMPLES OF DUTIES

The following key elements describe the basic duties and responsibilities of the position:

- In consultation with internal customers, analyze and evaluate existing information system operations and programs to identify, recommend, and implement new and modified automated systems;
- Perform analysis of local area networks (LAN) and wide area networks (WAN) systems;
- Install, maintain, and troubleshoot a variety of computer, network and auxiliary equipment such as servers, routers, switches, and related peripheral equipment;
- Manage, maintain, and secure public and private WiFi infrastructure.
- Maintain the City's phone, VOIP, analog, and internet circuits information, monitoring, operations, and maintenance and replacement. Provide input on best practices for phone systems operations;
- Perform basic installations of cables, plugs, computer components and parts and related communication equipment;
- Coordinate and manage consultants, contract personnel, and vendors to perform upgrades and identify and resolve system and network problems or to accomplish specific technology related assignments;
- Implement proper change control and perform tests of the operation of new and modified configurations;

- Operate standard and specialized diagnostic programs to identify or resolve equipment and software problems;
- Coordinate and establish maintenance procedures and schedules;
- Properly document and maintain current documentation on the network infrastructure environment;
- Maintain records and install updates for existing equipment, systems, and programs;
- Based on best practices, establish schedules and complete the regular back up of system configurations;
- Maintain inventory listings and schematics of network systems, equipment, and communication lines;
- Provide support for the City's telephone and data communication systems;
- Assist in planning and acquisition of technology enhancements related to the City networking and management information systems;
- May be assigned to participate on various internal or external committees and / or user groups.

QUALIFICATIONS

1. **Education:** Bachelor's Degree in information technology, computer science, management information systems, or related field is required. Certification as a Cisco CCNA, CNE, Microsoft Certified Engineer.
2. **Experience:** Three years of professional experience with increasingly responsible duties including experience in network systems administration, operations, support, and maintenance. Must include network administrator or analyst level experience within a multi-user and multi-site network environment.
3. **Training:** Any recent training, such as academic courses and certification programs, which are relevant to this job classification.
4. **Licenses and Special Requirements:** Possession of a valid California Class C Drivers' License and Certificate of Automobile Insurance for Personal Liability. Must be able to work flexible hours and may occasionally be required to work outside of the normally assigned work schedule, including possible nights and/or weekends.

Knowledge of

- Principles of computer system operations and peripheral components including systems analysis and development techniques;
- Operating system principals, microcomputer hardware, application software; and network administration including current versions of Windows Server and Workstation software;
- Network design, construction, administration and maintenance;
- Network protocols including TCP/IP, DNS, DHCP, network operating systems, data communications, voice communications technology;
- VOIP phone systems operations and maintenance.
- VMWare virtualization.
- SonicWall or equivalent enterprise level firewall rules, routing, and operations. IDS, IPS.
- SolarWinds network IPAM, NPM, NCM, and monitoring software
- Ruckus or other equivalent WiFi management controller operations
- Techniques and practices in utilizing standard applications software including word processing, database, desktop publishing and spreadsheet software;
- Equipment, operations, and terminology related to information systems and telecommunications, including routers, routing concepts, and router to CSU / DSU cabling requirements;
- Information systems troubleshooting tools and techniques;
- Network administration methods and techniques including security and network monitoring techniques and best practices;
- Standard office practices and procedures; research techniques, methodology and procedures; record keeping techniques;
- Modern communication devices and components including current trends and developments in the field of computer technology;
- Customer service techniques;
- Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

Ability To

- Communicate effectively both verbally and in writing, with staff, vendors, and those contacted during business;
- Interact well with co-workers and supervisors; deal tactfully and courteously with others in answering questions and providing customer assistance;
- Read, interpret and apply information required in policies and procedures as well as information complex technical publications, manuals and other documents;
- Perform a variety of technical and specialized functions in the operation of computer equipment and related software;
- Configure software to appropriate hardware; configure and repair computer networks;
- Identify, evaluate and solve network and systems problems; perform diagnostic checks and take appropriate corrective action;
- Collect, analyze, and interpret information and data from a variety of sources; develop sound conclusions, recommendations, and solutions;
- Evaluate new technology and serve in an advisory capacity to supervisors and managers;
- Organize, prioritize and schedule a variety of assignments;
- Manage all phases of projects of varying degrees of complexity;
- Work with and maintain the confidentiality of sensitive information;
- Learn new systems and programs as dictated by future technological advancements and City needs.

BENEFITS

The City of Dublin offers an attractive salary compensation and benefits plan in a professional, growth-oriented environment. The salary range for the **NETWORK SYSTEMS COORDINATOR** position is **\$8,212 – \$10,267** per month. The following benefits will complete the compensation package:

- Classic CalPERS Members – 2.7%@55; EPMC 0%; 7% Cost Sharing; Single Highest Year
- New CalPERS Members Tier effective 1/1/13 – 2.0%@62; 3.05 Cost Sharing; 3-Year Final Avg. Compensation
- Pay-for-Performance system available
- Choice of medical plans through PERS with the City contributing up to \$1,900 per month.
- Post-retirement medical provided under Government Code Section 22892(b) as established by the Public Employees' Medical and Hospital Care Act (PEMHCA) through CalPERS; PEMHCA Minimum.
- City-paid full family dental insurance
- City-paid single vision plan; optional family coverage
- IRS Section 125 plan/\$1,000 annual account seed money (HRA)
- City-paid \$50,000 term life insurance
- City-paid long-term disability insurance
- Employee Assistance Plan
- Education reimbursement program
- Wellness reimbursement program \$25 per month
- Civic Service Leave (Volunteer time off) – 8 hours per fiscal year
- Fourteen paid holidays (including two floating holiday) per year.
- Administrative Time Off – 40 hours of administrative leave annually, with the option of being paid for up to 20 hours
- Approximately 22 days per year of General Leave in lieu of traditional sick & vacation leave; increases with longevity

In addition to the above benefits, the City offers voluntary participation in a deferred compensation program, short-term disability program, supplemental life insurance, Dependent Care Assistance program and a credit union. The City of Dublin does not participate in the Social Security system except for a mandatory Medicare.

ABOUT THE DEPARTMENT

The City of Dublin's information technology team is a division of the City Manager's Office. The Information Technology Division oversees the operation and maintenance of the City's individual computer systems and computer and telephone network and provides computer support and Geographic Information Systems (GIS) support to all City Staff.

ABOUT THE CITY

The City of Dublin is located in eastern Alameda County, approximately 35 miles southeast of San Francisco. The City was incorporated in 1982 with a population of 65,716 within 14.59 square miles. Dublin's strategic "crossroad" location at the intersection of Interstate 580 and 680 has made the City freeway close and conveniently accessible to the Bay Area with two BART stations.

COMMITMENT TO COMMUNITY SERVICE

The City of Dublin is continually striving to enhance the services provided to our customers. The City organization is committed to creating a challenging and rewarding environment in which all employees representing the City are motivated to respond to the needs of the City's customers. In setting high standards for ourselves, we take pride in:

- Being a responsive and proactive City team, in touch with the changing needs and expectations of the Dublin community.
- Providing the highest level of quality service in all City programs and activities.
- Promoting a "can do" attitude using common sense along with technical/professional knowledge.
- Being committed to high professional standards. A professional attitude encourages an objective approach to analyses of issues.
- Providing information and resources to our customers in a friendly and helpful manner.

THE SELECTION PROCESS

The best qualified candidates, as determined by an initial screening of applications, will be invited to participate in an interview process which will consist of written and/or oral components. Finalists may be requested to submit personal information necessary to conduct a complete background investigation prior to a final selection by the City.

Candidates who successfully complete the interview process may be placed on an employment eligibility list. This list may be canceled at any time, without notice to candidates. All offers of employment are conditional upon the ability to provide verification of authorization to work in the United States. In addition, positions located in the Parks and/or Police Services Department are subject to a background check, including fingerprinting prior to employment.

EQUAL OPPORTUNITY EMPLOYER

In accordance with Federal and State laws, the City of Dublin does not discriminate on the basis of race, religion, color, national origin, ancestry, handicap, disability, medical condition, marital status, sex, or age.

HOW TO APPLY

Apply online at www.CalOpps.org. Once there, click on "Member Agencies," "City of Dublin," then on "Network Systems Coordinator" and "Apply Now." Applications must be received by 5:00 p.m. on Friday, February 5, 2021. No faxed or e-mailed applications or postmarks will be accepted.

THIS ANNOUNCEMENT is meant only as a general description guide and is subject to change. The information contained herein does not constitute an expressed or implied contract of employment and these provisions are subject to change.

SUPPLEMENTAL QUESTIONS

1. Describe your experience with or knowledge of using firewalls and other network hardware to secure and manage edge systems and staff and public WiFi access to the Internet.
2. Describe your experience with architecting robust network topologies across multi-site, interconnected environments.
3. Describe your knowledge of and use of HA, redundant bandwidth, and routers (list vendors used and purposes for their deployment).