

## Copper Valley Telephone Cooperative

Position Title: Combination System & Network Administrator I, II, III	Department: IT
Reports To: Director of IT & Engineering	FLSA: Non-Exempt

### **General Summary:**

Oversees and supports the day-to-day operation of computer systems and networks throughout the organization, ensuring reliable performance and data integrity in local area networks (LANs), wide area networks (WANs), and organization intranets.

Maintains computer networks, monitors network and system performance, and collects data to enhance security and reliability. Primarily works on server-side maintenance and deployment tasks, but the duties can also include direct user support, particularly during upgrades and migrations.

At its discretion, Copper Valley may transition a Combination System & Network Administrator I to a II or III classification. This requires additional education, certifications, experience, essential job functions, knowledge, skills, and abilities.

### **Essential Job Functions:**

#### **Combination System & Network Administrator I:**

- Deploys and maintains computer systems, software and non-telecom networks and is responsible for the security and integrity of such assets.
- Provides user technical support, specifically direct 2<sup>nd</sup> level support to end users, particularly during system setup and installation, as well as during network changes. Includes helping users install software and ensuring it works with network settings and operating system. Troubleshoots connection or performance issues.
- Provides guidance on IT-related processes and procedures.
- Resolves help desk queries when 1<sup>st</sup> level support needs assistance.
- Conducts data backups. Prevents data loss by performing and verifying data backups. Follows internal and/or external guidelines to back up data according to a schedule, while also backing up data as requested by the Director of IT and Networking.
- Performs all other related duties as assigned by management. \*

#### **Combination System & Network Administrator II:**

In addition to the Combination System & Network Administrator I essential job functions, a Combination System & Network Administrator II:

- Engineers, deploys, and maintains computer systems, software, and non-telecom networks and is responsible for the security and integrity of such assets.
- Performs low level system analysis including debugging and log interpretation.
- Develops strategies and introduces improvements to enhance server, system, and network performance.
- Conducts routine system audits to assess security and stability.
- Provides guidance and training to other department personnel.
- Performs all other related duties as assigned by management. \*

### **Combination System & Network Administrator III:**

In addition to the Combination System & Network Administrator II essential job functions, a Combination System & Network Administrator III:

- Use knowledge and experience to optimize the network (not limited to system or software overhauls) and recommend new systems and software.
- Drives important design decisions and may provide input on budgetary items.
- Leads projects and interfaces with other departments to help develop project budgets as needed.
- Provides leadership, guidance, and training to Combination System & Network Administrator I and II positions.
- Designs and deploys non-telecom networks.
- Performs all other related duties as assigned by management. \*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

### **Knowledge, Skills, and Abilities:**

#### **Combination System & Network Administrator I:**

- Ability to problem solve using skills that are technical and creative. Must have the ability to troubleshoot networks, computers, and devices.
- Skill in configuring software and hardware including servers, networks, and operating systems.
- Knowledge of MS Windows operating software and registries, MS Office software products, internet browsers and proxies, IIS, email, SQL service, anti-virus and network security software.
- Knowledge of network protocols including TCP/IP, IP, FTP, and Ethernet.
- Knowledge of network and peripheral hardware including servers, hubs, LAN/WAN switches, routers, bridges, modems, printers, scanners, network topologies and wiring standards.
- Knowledge of personal computer components such as hard drives, random access memory chips, video cards, and processor chips.

#### **Combination System & Network Administrator II:**

In addition, a Combination System & Network Administrator II is required to have knowledge of, and experience with:

- Strong knowledge of best practices and procedures to ensure that organization data is protected from intrusion or corruption.
- Knowledge of Linux based operating systems and familiar with their administration.
- Knowledge of a scripting language, ex. Python, PowerShell, bash, etc.

#### **Combination System & Network Administrator III:**

In addition to having the same knowledge and experience as a Combination System & Network Administrator I and II, a Combination System & Network Administrator III is required to have knowledge of, and experience with:

- Strong knowledge of IP space management and network design.
- Knowledge of Security Information and Event Management

- Knowledge of Project Management methodologies

All classifications are required to have:

- Knowledge of company policies and procedures.
- Knowledge of company products and services.
- Skill in operating various office equipment.
- Skill in oral and written communication.
- Ability to organize and prioritize multiple projects.
- Ability to communicate in a courteous manner.
- Ability to plan and complete projects on time and within set budget amounts.
- Work extended hours with occasional travel.
- Ability to work independently.
- Ability to obtain and maintain a valid State of Alaska driver’s license.
- Ability to maintain confidentiality.
- Ability to work with frequent interruptions.

**Education and Experience:**

**Combination System & Network Administrator I:**

- Associates’ degree in Computer Science or related field. An equivalent combination of college study and experience may also be accepted.
- Two years progressive experience in computer operations, network administration, and/or computer programming is preferred. Experience designing and working with databases is required

**Combination System & Network Administrator II:**

- Bachelor’s degree in Computer Science or related field. An equivalent combination of college study and experience may also be accepted.
- Two years experience with a scripting language
- Four years progressive experience in computer operations, network administration, and/or computer programming is preferred. Experience designing and working with databases is required

**Combination System & Network Administrator III:**

- Bachelor’s degree in Computer Science or related field. An equivalent combination of college study and experience may also be accepted.
- Experience managing projects from conception through implementation.
- Six years progressive experience in computer operations, network administration, and/or computer programming is preferred. Experience designing and working with databases is required.
- **Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X

Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing: Must be able to lift and transport records weighing up to 40 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions: may involve occasional exposure to some of the elements listed above.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.