



# TOWN OF BERLIN

## JOB DESCRIPTION

### **Job Title: Network/Application Specialist**

#### **Function:**

Under the direction of the Director of Information Systems and Technology, manages the desktop support, server support, application support, wireless support and serves as liaison for the Criminal Justice Information System (CJIS) support, Connecticut On-Line Law Enforcement Telecommunications (COLLECT) support and vendor support.

#### **Typical Duties, Responsibilities, Tasks & Assignments:**

- Installs, configures and maintains network equipment such as desktop computers, Windows servers, Linux servers, remote access servers, firewalls, switches, routers and other networking components.
- Configures and maintains Windows Active Directory, Group Policy, WSUS, Dell Open Management, VMware (vCenter) environment, and an on-premise Microsoft Exchange server.
- Installs, configures, and maintains desktop and mobile computer systems using various tools such as: imaging software, package creation and deployment software, and PC remote support software. Installs, configures, and maintains wireless network products, such as air-cards, access points and routers. Installs, configures, and maintains connections for the Town's local area networks (LAN) and wide area networks (WAN).
- Provides direction and assistance to Town staff using desktop and mobile computer systems by trouble-shooting complex hardware and software problems, such as system compatibility and configuration issues, hardware failures, and provides end-user training. This also includes mentoring and training application support staff members.
- Maintains current user information and security for systems such as Avaya phone system, Genetec access control, WatchGuard in-car video and body cams and others.
- Provides software integrity while meeting licensing requirements for all LAN software, including evaluation of potential software products, maintaining licensing requirements set forth by manufacturers and the Town, and installing accurate and timely software/ firmware upgrades.
- Maintains inventory of boards, connectors, and other related replacement parts for telephone and Town data systems.
- Serves as primary contact for police related hardware and/or software vendors through which vendor provided service and support will be coordinated.
- Assists with PC life cycle management processes such as: technology purchasing, data retention and deletion, inventory, surplus, etc.
- Assists with product implementation and/or upgrades. Prepares statistical and narrative reports of varying complexity. Assists with managing projects involving Town staff, IT staff and outside vendors.
- Drafts, edits and maintains documentation detailing technical procedures ensuring that continuity of process.
- Manages network backup and restore procedures. Coordinates with other staff members to provide and maintain communications between multiple network protocols (TCP/ IP, DNS, DHCP, etc.) This includes all hardware and software requirements to enable LAN communications.
- Assists with website maintenance, updates and postings.

This job description of the job is for identification and administrative purposes only. It is not intended to be a complete statement of all duties, which may be assigned by the supervisor according to varying needs.

*Revised 10/2020*

- Maintain and assist users with our CAD / RMS software – NexGen. Work with vendor support to resolve issues.
- Maintain COLLECT certification.
- Completes other duties as assigned.

**Special Skills & Requirements:**

Bachelor's degree in Computer Science, Information Technology, Engineering, or related field with 3 years experience in supporting computers (Windows OS) and LAN/ WAN administration or equivalent required. Possession of a current Microsoft Certified Systems Engineer (MCSE 2016 or higher) or a combination of two (2) or more of the following certifications: Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Desktop Support, Microsoft Certified Professional, A+ Certification, Cisco (CCNA), SonicWALL Certification, VMWare Certification, Citrix Certification, HP Procurve and Linux Certification. Experience will be considered in lieu of certification. Some off hours work is expected for meetings, upgrades and projects in addition to being on call 24/7.

**Physical and Other Requirements:**

The work is primarily of an intellectual nature but requires a variety of physical capabilities. The work may require specific but common physical characteristics and abilities such as mobility and dexterity. The employee must occasionally lift and/or move up to 10 pounds and rarely must lift and/or move up to 25 pounds.

**Union Affiliation:** Exempt, Middle Management, Salary Schedule C.