

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Lee Jones
Work Phone: 266-5906
2. Class Title (i.e. payroll title):
Information Technology Specialist 3
3. Working Title (if any):
4. Name & Class of First-Line Supervisor:
Chris Lueder – IT Principal
Work Phone: 261-9646
5. Department, Division & Section:
Information Technology Network Operations Section
6. Work Address:
210 MLK Jr. Blvd. Room 525 City-County Bldg., Madison
7. Hours/Week: 38.75
Start time: 8:00 End time: 4:30
8. Date of hire in this position: 1/23/2011
9. From approximately what date has employee performed the work currently assigned:
N/A

10. Position Summary:

This is professional intermediate-level work in the design and support of the City of Madison's local area, wireless local area and wide area network, which provides enterprise-wide data, voice, video, wireless and storage services. Duties of this position include assisting with the design, development and implementation of the City's enterprise data, voice, video, wireless and storage network, major network components, network support systems and network management systems in a secure environment.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 30% A. Cisco switch/router configuration, installation and support
1. Replace end-of-life network switch/routers
 2. Update switch/router configurations
 3. Install switch/router IOS updates, security updates and patches
 4. Update network documentation
 5. Evaluate switch/router performance and troubleshoot problems

- 30% B. Wireless network design, installation and support
 1. Work with city staff to evaluate wireless infrastructure needs
 2. Design and configure new wireless local area networks
 3. Update wireless controller configurations
 4. Install wireless controller IOS updates, security updates and patches
 5. Configure and install wireless access points
 6. Design and coordinate installation of point-to-point wireless network links
 7. Configure and maintain Cisco Prime Infrastructure network management software
 8. Evaluate wireless network performance and troubleshoot problems
 9. Maintain wireless network documentation

- 15% C. Network security design, installation and support
 1. Update Firewall, VPN and Context ASA configurations and documentation
 2. Install Firewall, VPN and Context ASA IOS updates, security updates and patches
 3. Configure and install IPSEC VPN appliances at remote customer sites
 4. Configure and document client VPN accounts
 5. Update and install SSL certificates on load balancing appliances
 6. Maintain DDoS security appliance
 7. Evaluate Firewall, VPN and Context ASA performance and troubleshoot problems
 8. Maintain network security/VPN documentation

- 5% D. Network Wiring Infrastructure design, installation and support
 1. Work with city staff to design wiring infrastructure
 2. Provide wiring specifications to vendors
 3. Evaluate vendor bids
 4. Troubleshoot wiring issues on Category 5/6 wire and fiber-optic cable
 5. Update wiring documentation

- 10% E. TCP/IP Network design and support
 1. Design and configure TCP/IP networks for enterprise-wide data, voice, video, wireless and storage services
 2. Configure and maintain DNS/DHCP solution
 3. Maintain TCP/IP network documentation
 4. Configure and maintain network management/monitoring software

- 10% F. Project Management for installation and implementation of new network products
 1. Meet with customers to determine business need and constraints
 2. Evaluate product for technical and security considerations
 3. Coordinate with other technical teams for server build, development requests, web-site considerations, firewall changes, Help Desk support, and licensing and maintenance costs
 4. Schedule and document all network changes
 5. Provide education to IT staff and customer by way of in-person discussions and written documentation.
 6. Install product on the City network in accordance with Change Management procedures
 7. Test product and enable customer to work directly with the product
 8. Conclude project and provide long term product support

12. Primary knowledge, skills and abilities required:

Thorough knowledge of management information system networking considerations. Thorough knowledge of Internet security configuration and management (switch, router, VPN and firewall configuration). Thorough knowledge of wireless LAN and point-to-point wireless network design, installation and support. Thorough knowledge of network infrastructure (category 5/6, fiber-optic cable, wireless) design. Thorough knowledge of TCP/IP. Thorough knowledge of LAN/WAN design and configuration in a high-availability switched/routed Ethernet environment using category 5/6, fiber-optic cable and wireless connections. Thorough knowledge of remote access design and configuration. Working knowledge of protocol analysis tools to troubleshoot LAN,

WLAN and WAN issues. Ability to identify and document processes. Ability to exercise considerable judgment and discretion in completing assigned tasks. Ability to provide consultation, training and leadership to lower level staff. Ability to troubleshoot and resolve routine hardware and/or software network issues. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working and customer relationships. Ability to effectively participate in team efforts to improve departmental and team processes and services. Ability to serve as a project lead, resolve conflicts, prioritize, and delegate. Ability to provide advice, consultation, and training to diverse user groups. Ability to evaluate hardware and software and make recommendations for purchase. Ability to maintain adequate attendance. Other duties as assigned.

13. Special tools and equipment required:

None

14. Required licenses and/or registration:

None

15. Physical requirements:

16. Supervision received (level and type):

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.