

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Juliet Sanders

Work Phone: 261-9653

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: 7:45 End time: 4:15

8. Date of hire in this position:

November 18, 2007

9. From approximately what date has employee performed the work currently assigned:

November 18, 2017

-
10. Position Purpose: This position provides advanced level support in order to meet customer service levels and system availability

The purpose of this position is to provide technical and project management leadership to all City of Madison network communication that support business, data, application and technology architecture domains.

11. Position Summary:

This is a professional intermediate-level position in the design and support of the City of Madison's local area and wide area network, phone system, and video conference system. Duties of this position include assisting with the design, development and implementation of the City's enterprise data, voice and storage network, major network components, network support systems and network management systems in a secure environment. Phone support duties include implementing the Cisco IP Phone system in new locations; repairing and replacing defective phones; updating phone information; troubleshooting dialing issues; supporting the 13 Call Centers; and supporting and administering Cisco Emergency Responder (CER) and RedSky for 911 calls. Video conference support duties include install, upgrade, and support

endpoints; upgrade components including the servers, bridges, recorders, and firewalls; install and support new firewalls; maintain inventory; providing budgetary information; and educate end users by way of in-person training and written documentation. Project management work includes development and implementation of new systems including Mediasite, CheckPoint, SharePoint, CER, and Corero. Project Management also includes firewall research, selection and recommendation to management; and Polycom RealConnect implementation to integrate Polycom with Skype for Business.

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

- 30% A. Cisco Enterprise Telephony design, administration and tier 4 support (subject matter expert)
 - 1. Design and perform hardware/software updates/enhancements to Cisco Telephony components (e.g. Call Managers, e911, CER, InformaCast)
 - 2. Provide tier 4 support function (advance troubleshooting and solution vendor management) with front and backed telephony component; this includes e911, CER and 911 dial plans.
 - 3. Manage hardware, software and license procurements, updates to end-user information,
- 25% B. City Enterprise Local/ Wide Area Network design, administration and tier 4 support (subject matter expert).
 - 1. Identify and resolve network reduced performance and/or interruption in communication services.
 - 2. Provide cross team support with network incident, problem and knowledge management
 - 3. Design and perform hardware/software updates/enhancements to city networking and security components (e.g. Cisco Identity Services Engine (ISE), Palo Alto and Cisco ASA Firewalls, SSL Certificate Management, Netscaler and BlueCat DNS/DHCP services)
 - 4. Develop and update current and target architecture landscape to the city network artifacts.
 - 5. Administrate the city's IP Address Management (IPAM) tools and documentation.
- 10% C. Process Improvement Team Leadership
 - 1. Meet with upper management to establish goals for process improvement
 - 2. Participate on city-wide committee to make process improvement tools readily available to all departments
 - 3. Lead monthly meetings of IT Process Improvement team. This includes scheduling, providing agendas, and moving the team forward so that we are constantly working towards tangible accomplishments.
 - 4. Establishing framework for process improvement that is effective and replicable.
 - 5. Building a Sharepoint team page as a central repository for all ideas and supporting documents.
 - 6. Providing leadership on a specific process and documenting all steps so that others may lead future process improvement efforts.
- 15% D. Architecture leadership and Project Management for new solution development, execution and management of new network solutions.
 - 1. Coordinate and facility effective meetings with customers to determine business requirements and constraints
 - 2. Research, evaluate and recommend network solutions for technical and security considerations, this includes maintain budget for product, server, security assessment, licenses and other components
 - 4. Determine and recommend human resourcing roles and responsibilities
 - 5. Work with cross team project managers to develop implementation plans to align with city agencies; this includes coordinating with other technical teams for server build, development requests, website considerations, firewall changes, Help Desk support, and licensing and maintenance costs
 - 7. Participate in change management review and approval process.
 - 8. Mentor IT staff and non-technical customer using in-person business scenarios and developing written documentation.
 - 9. Test product and enable customer to work directly with the product
 - 11. Close projects and transition operations to appropriate inter/intra-teams.

- 10% E. Polycom video conference system support and administration
1. Determine appropriate equipment purchases
 2. Purchase, install and support equipment including endpoints, servers, bridges, recorders, firewalls, and desktop and phone applications
 3. Educate end users on how to call into video conferences, call other endpoints, record video sessions, connect with equipment outside the City network, build scalable conferences, use desktop video conference applications, and use secure practices
 4. Maintain accurate inventory and provide cost of maintenance to City agencies
 5. Upgrade core components as needed including the servers, bridges, firewalls, recorders, and endpoints
 6. Provide immediate response to failure of any component in the video conference system
 7. Research and implement enhancements such as RealConnect which will integrate Polycom and Skype for Business
- 5% F. Wiring Infrastructure design, installation and support
1. Educate IT staff to design wiring infrastructure that complies with CER
 2. Provide wiring and labelling specifications to vendors
 3. Evaluate existing wiring and provide recommendations. When rewiring is needed, coordinate with vendor, IT staff, and affected users.
 4. Troubleshoot wiring issues on Category 5a and 6 wire and fiber-optic cable
 5. Write and maintain wiring maps in closets with CER
- 5% G. Administer 8e6 Web Filter appliance
1. Adjust filter as requested by authorized contacts
 2. Perform usage reports on an as needed basis
 3. Troubleshoot website access issues

13. Primary knowledge, skills and abilities required:

- Advanced knowledge of Polycom video conferencing equipment and system, Cisco Emergency Responder and Redsky.
- Advance knowledge of IP addressing, switching and routing.
- Advance knowledge of Cisco Unified Call Manager, Cisco Unity, Cisco Unified Contact Center, telephone wiring, and ability to move lines within facilities.
- Advance knowledge of the 8e6 Enterprise content management system.
- Advanced knowledge of building network infrastructure (category 6/fiber-optic cable, wireless, lan/wan, ngfw) design.
- Thorough understanding of project management and process improvement concepts and tools.
- 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 other 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 recommend purchase.
- Ability to maintain adequate attendance.

14. Special tools, equipment, licenses and/or registration required:

15. Certifications:

- A+
- Network+
- Microsoft Windows Server 2008 Network Infrastructure, Configuring
- CCNA - Routing and Switching
- CCNA - Voice
- CCNA - Security
- Cisco Cybersecurity Fundamentals

16. Physical requirements:

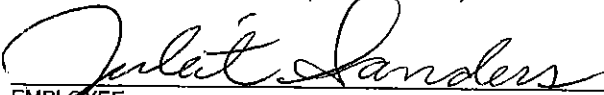
17. Supervision received (level and type):

18. 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).

19. 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

4-24-19

DATE

20. 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

4-23-19

DATE

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