TAOS PUEBLO
JOB DESCRIPTION

JOB TITLE: Network/Systems Administrator
PAY GRADE: E8
FLSA STATUS: Exempt
DEPARTMENT: Information Technology
REPORTS TO: Chief Information Officer

GENERAL PURPOSE:

Under general supervision, administers the network infrastructure and related systems for Taos Pueblo. Identifies network issues and cybersecurity threats and devises methods to prevent intrusions. Handles escalated issues as a higher tier support to help desk personnel.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

ESSENTIAL FUNCTIONS:

Installs, configures, tests and maintains servers, active directory, private networks, and related networking equipment; supports and maintains physical and virtual production servers.

Maintains essential information technology infrastructure, including operating systems, security tools, local area networks (LAN), wide area networks (WAN), applications, servers, email systems, laptops, desktops, software and hardware.

Performs server administration tasks, such as user/group security permissions, group policies, print services, etc.

Implements and maintains network security standards; installs, configures and maintains security systems, firmware and security updates on servers and related networking equipment for maximum internal network protection; conducts regular and routine security tests.

Performs automated network health checks, monitoring for quality of performance and stability; troubleshoots performance, connectivity and other related network issues; monitors resources to ensure system architecture components work together seamlessly.

Evaluates existing management tools and responds to hardware issues; builds, tests and maintains new servers, as needed.

Collects information and gathers requirements for existing and proposed network, security and computing devices, server systems, multiuser applications and/or databases including capacity planning, security, data safety and integrity, disaster recovery and upgrade planning.

Conducts critical data backups and secures data according to established procedures.

Creates scripts and batch files to automate processes, create data extracts and reports or facilitate user requests.

Evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to established guidelines and best practices; coordinates with other technical staff to design and deploy new systems and network solutions.

Provides feedback, instruction, training and work evaluation to lower-level team members; develops and documents internal procedures.

Serves as an escalation point for higher-tiered help desk support issues and assists with upgrading, installing, and configuring hardware and application software.

Reviews, evaluates and recommends solutions relating to network standards, operational procedures, hardware and software acquisitions, or departmental procedural improvements.

Records and maintains hardware and software inventories, site and/or server licensing and user access and security.

Interacts with third-party service providers for implementation, maintenance and optimization of current and future technical services; ensures timely renewal of maintenance contracts with vendors.

Leads lower-level team members in the implementation of technology projects, to include researching and recommending new technologies, coordinating and conducting integration testing, etc.

Maintains currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and/or systems.

Performs other duties as assigned.

SUPERVISION EXERCISED:

Exercises work leadership for one or more employees. Provides input on hiring, orientation, training, assignment and delegation of tasks, review of work, coaching, planning and evaluating performance.

MINIMUM QUALIFICATIONS:

Bachelor's degree and one (1) year of job-related experience. Certification in CompTIA A+ and CompTIA Network + required. Microsoft certification required within six (6) months of hire. Must be able to pass drug test and background check, with NO prior convictions of any felonies. *Taos Pueblo reserves the right to exercise preference in hiring for qualified Tribal members/Indians in connection with all positions.*

KNOWLEDGE, SKILL AND ABILITY:
- Familiarity with Taos Pueblo and its cultural beliefs, customs, and traditions.
- Knowledge of a wide range of computer systems, software, applications, hardware networking and communications.
- Knowledge of security systems, such as intrusion detection systems (IDS), intrusion protection systems (IPS), firewalls, routing and switching, anti-virus, anti-spam and anti-malware.
- Knowledge of system integration and automation techniques and tools.
- Skilled in the design, development, implementation and testing of complex integrated network, hardware, software and system security solutions to organizational requirements.
- Ability to administer a broad range of network, hardware, software, system security tools and methods.
- Ability to communicate and develop technical documentation for capacity planning, training, service security architecture, software/hardware use or as required by project deliverables.
- Familiarity with current technological developments/trends.
- Ability to perform preventive maintenance on systems, software, applications, hardware, networking and communication technologies.
- Ability to communicate effectively both verbally and in writing with a wide range of audiences.
- Ability to clearly articulate and explain technical information to non-technical individuals.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Skilled in delivering quality customer service.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee regularly is required to use hands to finger, handle or feel; to reach with hands or arms; and to talk and hear. The employee is occasionally required to stand, walk, climb, balance, stoop, kneel, crouch or crawl. The employee may occasionally be required to lift and/or carry up to 25 pounds. Specific vision abilities required by this job, including close vision.

WORK ENVIRONMENT:

Work is regularly performed in an office setting with a low noise level.

EMPLOYEE'S CERTIFICATION:

I acknowledge receipt of this job description and understand the job description is subject to change by Taos Pueblo as the needs of the employer and requirements of the position change.

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Employee's Signature   Date