HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Senior Network Administrator

Job Code: U8753
Pay Grade: UK
Pay Scale: $110,393.08-$165,589.62 Annually
Exempt: Yes

OVERVIEW

As part of the Infrastructure Network Team of the Information Services Division (ISD), ensure network communications are secure, reliable, and stable at all times and that access to external resources and connectivity to external entities are maintained to facilitate 24/7-365 agency operations.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Ensure day-to-day operation and high availability of wide area networks (WANs) that span two data centers and remote sites.
- Configure, maintain, and troubleshoot Cisco local area networks (LANs), WANs and wireless networks and technologies including, but not limited to Cisco wireless LAN controller (WLC), and Cisco Catalyst (IOS) and Nexus Series platforms.
- Conduct analysis and design of network systems including, but not limited to, LANs, WANs, Intranet, and Internet connections that meet the agency business and security requirements.
- Develop processes and support network hardware to include configuration updates, software testing, and lifecycle refresh.
- Lead ISD team members in troubleshooting server, client, or application connectivity and performance problems.
- Act as technical lead for implementations, optimization requirements, and monitoring and troubleshooting network connectivity and traffic flow utilizing network management and monitoring tools.
- Proactively secure network system by enforcing policies and defining and monitoring access.
- Proactively develop and maintain network configuration documentation, and facilitate changes in documentation and network monitoring as devices are added and retired from the network.
- Proactively analyze agency requirements, and develop and present technology road maps that point to solutions and their frameworks.
- Lead the performance of network modeling, analysis, planning, and budgeting.
- Plan and lead the installation and implementation of network systems including project timelines, migration, and test plans.
- Proactively identify and upgrade existing network components including the methodology used to monitor the existing networking environment to achieve the network optimization.
- Proactively research and recommend new technology to improve performance, reliability, or availability.
- Proactively audit and document the network infrastructure to ensure adherence to Sheriff's Office and Criminal Justice Information Services (CJIS) standards.
- Monitor a ticket queue to ensure issues are being resolved in a timely fashion.
- Serve as a technical lead and mentor providing knowledge transfer and information training for section team members.
- Remain available outside normal working hours as needed.

- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Expert level knowledge of open system interconnection layer, Wi-Fi, Internet Protocol Security (IPSec), Enhanced Interior Gateway Routing Protocol (EIGRP), Border Gateway Patrol (BGP), Domain Name System/Dynamic Host Configuration Protocol (DNS/DHCP), and firewall security.
- Current and extensive knowledge of system network design and management with strong evidence of continuous learning and self-improvement.
- Extensive experience with CISCO network systems, DNS appliances, and enterprise firewall solutions.
- Strong network monitoring and management experience using Simple Network Management Protocol (SNMP) and network management and monitoring tools (e.g., Shark, NetScout, SolarWinds Network Performance Monitor (NPM), etc.).
- Knowledge of software-defined networks (e.g., Virtual Machine Ware (VMware)).
- Ability to lead troubleshooting network connectivity and performance related issues independent of vendor support and/or assistance.
- Ability to provide technical expertise leadership to others for root cause analysis.
- Ability to provide high level support on Cisco.
- Ability to communicate effectively, both orally and in writing.

SKILLS

- Simple Network Management Protocol (SNMP)
- Cisco Networking Infrastructure
- Virtual Private Networks (VPNs)
- Cisco Networking Technologies
- Cisco Routers and Switches
- Firewalls
- Local Area Network (LAN)

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Nine years of paid experience in planning, designing, maintaining, and troubleshooting system networks in an enterprise environment.
- Demonstrated hands-on experience with the following technology or equivalent Cisco Routing, Switching, virtual private network (VPN), voice over Internet Protocol (VoIP), Identity Services Engine (ISE), Cisco wireless local area network (WLAN), and firewall configuration and administration.

OR

- An associate degree from an accredited institution of higher education in a technical field.
- Eight years of paid experience in planning, design, maintenance, and troubleshooting of

system networks in an enterprise environment.
- Demonstrated hands-on experience with the following technology or equivalent Cisco Routing, Switching, VPN, VoIP, ISE, Cisco WLAN and Firewall configuration and administration.

OR

- A bachelor's degree from an accredited institution of higher education in a technical field.
- Seven years of paid experience in planning, design, maintenance, and troubleshooting of system networks in an enterprise environment.
- Demonstrated hands-on experience with the following technology or equivalent Cisco Routing, Switching, VPN, VoIP, ISE, Cisco WLAN and Firewall configuration and administration.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face. Tattoos on hands, neck, or arms must be covered with white, black, or neutral colored covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- Certifications: Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP)
- Fifteen years of network architecting and administration experience in an enterprise scale network.
- Expert level experience with Cisco's Routing and Switching technologies, and Internet Routing Protocols.
- Experience in disaster recovery design and implementation solutions.
- Experience leading a multidisciplinary team.
- Knowledge of distributed denial of service (DDoS) attacks, mitigation, and industry best practices.
- Knowledge of Linux and/or Windows Operating Systems.
- Familiarity with network, server, and storage virtualization (e.g., VMWare, vSphere).
- Ability to demonstrate high-level detailed network design capabilities.