



TRAVERSE CITY
LIGHT & POWER

JOB POSTING

Traverse City Light & Power

Announcement No. 23-005

July 24, 2023

SYSTEM NETWORK ADMINISTRATOR

Applications are being accepted in the Traverse City Light & Power (TCLP) Human Resource's office for the position of System Network Administrator.

Under the general supervision of the Chief Information Technology Officer, manages end user hardware devices, installs and updates software applications and provides technical support to end users on hardware and application problems for Traverse City Light & Power, which includes Traverse City Light & Power Fiber, (Utility). This position will also assist in maintaining and supporting the utility's computer and network infrastructure along with performing a variety of evaluation, maintenance, installation, and training tasks to ensure performance meets utility and user requirements.

- Educational requirements include a bachelor's degree in Computer Science or related field. A combination of education and experience that provides the knowledge, skills, and abilities necessary to successfully perform the duties of the position may be considered in lieu of a degree.
- Minimum of five years working as a System Administrator or equivalent position.
- Knowledge of network and server systems, Cisco devices, Windows Server, Active Directory and server monitoring, backup software, virtualization, service packs, patches and system analysis.
- State of Michigan Vehicle Operator's License.

A detailed job description and additional minimum qualifications can be viewed at <https://www.tclp.org/careers/>.

Salary range is \$68,643 - \$89,157, dependent on education and experience, with a competitive benefits package that includes health, 100% employer paid dental and vision insurance, a 10% employer contribution to a 457 deferred compensation plan and a defined benefit pension plan.

Position is open until filled. Please submit resume, cover letter, employment application and three professional references via email to kschroeder@tclp.org. Please enter in subject line "System Network Administrator".

Employees shall maintain a permanent and bona fide residence in a location that allows for a response time to the Service Center within no more than 60 minutes under normal driving circumstances within 6 months of employment.

TCL&P is an Equal Employment Opportunity Employer

A diverse team makes a strong team. As an Equal Employment Opportunity employer, we are strongly committed to creating a dynamic and equitable workforce that mirrors the community and world that we serve. TCL&P encourages people from all backgrounds to apply.

TRAVERSE CITY LIGHT & POWER JOB DESCRIPTION

SYSTEM NETWORK ADMINISTRATOR

Supervised By: Chief Information Technology Officer
Supervises: No supervisory responsibility
Status: Administrative, Confidential and Technical (ACT)
Exempt

Position Summary:

Under the general supervision of the Chief Information Technology Officer, manages end user hardware devices, installs and updates software applications and provides technical support to end users on hardware and application problems for Traverse City Light & Power, which includes Traverse City Light & Power Fiber, (Utility). This position will also assist in maintaining and supporting the utility's computer and network infrastructure along with performing a variety of evaluation, maintenance, installation, and training tasks to ensure performance meets utility and user requirements.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Responsible for 24x7 operations associated with essential job functions.
2. Responsible for the development and maintenance of back-up systems to safeguard utility data from corruption or failures.
3. Responsible for configuration and implementation, as directed by the Chief Information Technology Officer, of Office 365 and associated applications including SharePoint, Teams, Skype, Exchange, Security Center, Azure Active Directory, OneDrive, PowerApps, Dynamics 365, Flow, and others.
4. Perform or assist the Chief Information Technology Officer with the installation and configuration of: LAN, WAN, WIFI, PBX/VOIP, DNS, DHCP, Active Directory, Datacenter, Virtualization, SAN, Servers, Firewalls, File Permissions, Camera System, Security Systems, and Communication Systems.
5. Administer the usage of virtual networks (vlans) as necessary to isolate and allow for proper control of network resources.

6. Support firewalls, switches, routers, and other core networking software and hardware items as necessary.
7. Identify, develop, and implement training for employees and technicians for the use of the LAN, WAN, WIFI and associated networking systems as well as the maintenance and repair and troubleshooting of systems. Develop and conduct various training programs for system users to improve user skills, productivity, and accuracy. Educate and inform staff on cybersecurity issues and common security protection methods.
8. Learn and perform GIS items, including but not limited to: mapping, data entry, map creation, and data collection methods. Assist or perform GIS training as necessary.
9. Required to learn and fully understand applications, and their configurations, to be able to provide in-depth support as well as implement necessary changes to maximize business usage and efforts.
10. Respond, investigate, and troubleshoot network performance issues and user issues, identify their source, and determine, test, implement and document solutions.
11. Provide help desk support to all end users. Including, but not limited to, computers, networking, printers, software, and other devices/applications as required.
12. Install, configure, and maintain personal computers, workstations, file servers, networks, and other related equipment. Keeping end-user hardware and software up to date and secure.
13. Recommend, schedule, and perform software and hardware improvements, upgrades, updates, firmware, patches, and reconfigurations to keep the utility up-to-date and protected from cyberthreats.
14. Develop, document, and maintain network and software diagrams and setup topology.
15. Keep abreast of changes in the utility industry through attendance at conferences and meetings, contacts with other professionals, reading literature and participating in professional organizations.
16. Perform other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Educational requirements include a bachelor's degree in Computer Science or related field. A combination of education and experience that provides the knowledge, skills, and abilities necessary to successfully perform the duties of the position may be considered in lieu of a degree.

- Must have a minimum of five years working as a System Administrator or equivalent position.
- Experience in Microsoft Hyper-V, Hypervisors, Virtualization, Firewalls, Office 365, Exchange, large scale network management, Vlans, server management and PC imaging technologies (ImageX, DISM, Diskpart, Sysprep, etc.) preferred.
- Certifications in MCP, MCSE, A+, CCNA, and/or CCNP are desirable
- Knowledge of network and server systems, Cisco devices, Windows Server, Active Directory and server monitoring, backup software, virtualization, service packs, patches and system analysis.
- State of Michigan Vehicle Operator's License.
- Ability to work evenings and weekends onsite or via remote access in response to the needs of the system is required.
- Proven analytical and problem-solving skills.
- Knowledge of applicable data privacy practices and laws is necessary.
- Ability to critically assess situations solves problems, maintain confidentiality and work effectively under stress within deadlines and with changes in work priorities.
- Ability to communicate effectively in a technical and non-technical level both orally and in writing.
- Demonstrated ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, contractors, other public utility professionals, customers and the public.
- In addition to the above-mentioned requirements, this position requires the ability to read, write, speak and understand the English language as necessary for the position; the ability to follow written and oral instruction; and be physically and mentally able to perform the essential duties of their position. Regular, consistent, and predictable attendance is also required.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands and fingers, talk and hear. The employee must be able to squat, stoop or kneel. The employee must occasionally lift and/or move items of light to moderate weight. The employee is

regularly required to communicate in person and by telephone, read regular and small print, sit, use limited mobility in an office setting, use manual dexterity to type and enter data, and use sight to read and prepare documents and reports.

While performing the duties of this job, the employee regularly works both indoors and outdoors and regularly drives a motor vehicle between work sites. The employee may work near moving mechanical equipment and have the potential threat of electric shock. The noise level in the work environment varies from quiet to loud.

Employee Signature

Date

TCL&P HR

Date