MADISON, CITY OF (WI) invites applications for the position of:

System Administrator and Security Specialist

**SALARY:** $31.66 - $41.78 Hourly  
$2,453.35 - $3,237.86 Biweekly  
$5,315.59 - $7,015.36 Monthly  
$63,787.10 - $84,184.36 Annually

**COMP. GROUP/RANGE:** 18/10 or 18/12

**JOB TYPE:** PERMANENT FULL TIME

**DEPARTMENT:** Information Technology

**OPENING DATE:** 07/20/16

**CLOSING DATE:** 10/16/16 11:59 PM

**GENERAL DESCRIPTION:**
This recruitment will remain open until the position is filled, however the first review of applications is expected to occur on or near August 8, 2016.

Do you have what it takes to maintain the integrity and security of the network for the second largest city in Wisconsin? The City of Madison is looking for an advanced level information technology professional to work with leading edge government technology. This individual will participate in researching new technology, and leading future direction and initiatives of security efforts.

Madison, Wisconsin has been recognized as one of the best places to live in the country. Our progressive IT organization has a culture of innovation, collaboration and work/life balance. This position offers an opportunity to serve the public by supporting the mission critical services of Public Works Agencies, Police, Fire, Health, Metro Transit and all City Agencies. In addition, IT is working on initiatives to bridge the Digital Divide and help improve the lives of citizens.

The City of Madison offers a competitive benefits package, including a generous leave package, a variety of insurance options at a low cost to employees, and non-traditional benefits such as a free City bus pass, flexible work schedules and telecommuting options. View a complete listing of benefits. Consider joining our team!

This is a professional level position working with the configuration and support of systems and network security in the City of Madison’s enterprise IT environment. Systems include enterprise iSCSI/SAN storage and network, Network backup system, Active Directory and account
management, anti-virus system, Exchange e-mail system and account management, network server hardware and software and VMware virtualization technologies. This position will also participate in information technology security initiatives as directed by IT Management. The position requires strong communications skills, both verbally and in writing, and the ability to work with cross-functional teams, and provides excellent customer service and consulting to internal and external stakeholders. Employee works under the general supervision of a Principal IT Specialist or other supervisor/manager and operates with considerable independence in meeting established objectives.

The selected candidate may be hired as an IT Specialist 3 or 4, depending upon the individual's qualifications. The IT Specialist 3 will perform intermediate level work, while the IT Specialist 4 will perform advance level work, including responsibility for network security and leading cross-functional teams in needs assessment, gathering business requirements, design, testing, implementation and post production support and evaluation.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

IT Specialist 3

Data Storage

- Configure and maintain SAN data storage replicated between two data centers
- Monitor SAN usage and make required modifications
- Review hardware and make recommendations
- Maintain offsite backup tape rotation

Network Backup

- Monitor and configure network data and virtual infrastructure backups
- Maintain offsite backup tape rotation
- Review hardware and make recommendations

Active Directory

- Process requests for access to data
- Add, delete, maintain security groups
- Maintain and monitor customer and server accounts: add, remove, user account passwords
- Maintain OU'S: create, delete and update
- Perform security password audits

VMWare Administration

- Maintain VMWare Host Servers and Virtual Center Infrastructure
- Troubleshoot VMWare virtual servers, connectivity and storage
- Perform upgrades of VMWare Infrastructure

Administer and Troubleshoot Exchange/Outlook

- Maintain user accounts
- Troubleshoot mail delivery and flow problems
- Monitor Exchange server cluster

Network Server Hardware/Software

- Configure and maintain network servers, including replacing faulty hardware and upgrading drivers and firmware
- Work with outside vendors when necessary to maintain servers and related hardware
- Apply appropriate OS security patches
- Monitor VMware hosts and clusters

Anti-Virus Administration

- Monitor anti-virus and malware apps on servers
- Monitor Microsoft Exchange Antivirus applications

Participate in Network Security Initiatives

- Assist in the review of security assessment bids and selection of vendors
- Review security assessment recommendations and implement mitigation recommendations
- Participate in cross-functional teams in needs assessment, design, or implementation projects
- Evaluate requirements to determine which security solutions best meet needs, assist in cost-benefit analysis as needed, and solicit funding to develop and implement new projects and services
- Provide information technology security expertise to system developers, system administrators, project managers and other IT professionals
- Maintain installed enterprise security systems
- Meet with city agencies to understand their security requirements and recommend alternatives that relate to the enterprise IT Infrastructure systems security strategies
- Use available documentation and work with vendors or agency staff for security problem resolution and solve customer or system security problems

IT Specialist 4

Perform all work of an IT Specialist 3 with greater independence, professional expertise, and responsibility.

Data storage

- Design SAN data storage replicated between two data centers

VMWare Administration

- Design and configure VMWare Host Servers and Virtual Center Infrastructure

Network Server Hardware/Software

- Design network servers, including replacing faulty hardware and upgrading drivers and
firmware when needed

Provide Advanced-Level Technical Support and Analysis for Security of Systems

- Research, install, test, and implement enterprise security software and hardware
- Maintain installed enterprise security systems
- Use advanced-level knowledge of security and problem determination techniques to troubleshoot and solve customer or system security problems. Use available documentation and work with vendors or agency staff for security problem resolution and solve customer or system security problems
- Maintain records of tuning changes made to security systems and their effect on total resource utilization
- Establish metrics to measure and evaluate security systems and usage

Perform related work as assigned.

MINIMUM QUALIFICATIONS:
Knowledge, Skills and Abilities:

IT Specialist 3

- Working knowledge of Microsoft Active Directory and networking.
- Working knowledge of Symantec Netbackup backup software\hardware and Quantum disk backup systems.
- Working knowledge of iSCSI/SAN storage hardware and software.
- Working knowledge of various Window operating systems including Windows 7, Server 2008 and 2012.
- Working knowledge of Microsoft Exchange.
- Working knowledge of VMware systems and processes.
- Working knowledge TCP/IP, DNS, DHCP, WINS and other common network protocols.
- Working knowledge in the design and support of network security systems and processes and physical security of city-owned infrastructure.
- Working knowledge of security concepts, tools, and investigation techniques.
- Working knowledge of Web content filtering technology.
- Working knowledge of Internet security configuration and management (switch, router, VPN and firewall configuration).
- Working knowledge of network logging consolidation/correlation technology.
- Working knowledge of OS and application patching software systems.
- Working knowledge of malware mitigation software systems.
- Working knowledge of distributed denial of service mitigation technologies and processes.
- Ability to troubleshoot and resolve routine hardware and/or software network issues
- Ability to exercise considerable judgment and discretion in completing assigned tasks.
- Ability to identify and document processes.
- Ability to provide consultation, training and leadership to lower level staff.
- Ability to communicate effectively both orally and in writing.
- Ability to develop and maintain effective working and customer relationships.
- Ability to successfully work with multicultural communities.
- 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 maintain adequate attendance.

**IT Specialist 4**

• Thorough knowledge of Microsoft Active Directory and networking.
• Thorough knowledge of Symantec Netbackup backup software\hardware and Quantum disk backup systems.
• Thorough knowledge of iSCSI/SAN storage hardware and software.
• Thorough knowledge of various Window operating systems including Windows 7, Server 2008 and 2012.
• Thorough knowledge of Microsoft Exchange.
• Thorough knowledge of VMware systems and processes.
• Thorough knowledge in the design and support of network security systems and processes and physical security of city-owned infrastructure.
• Thorough knowledge of security concepts, tools, and investigation techniques.
• Thorough knowledge of Web content filtering technology.
• Thorough knowledge of Internet security configuration and management (switch, router, VPN and firewall configuration).
• Thorough knowledge of network logging consolidation/correlation technology.
• Thorough knowledge of OS and application patching software systems.
• Thorough knowledge of malware mitigation software systems.
• Thorough knowledge of distributed denial of service mitigation technologies and processes.
• Ability to troubleshoot and resolve routine hardware and/or software network issues.
• Ability to exercise considerable judgment and discretion in completing assigned tasks.
• Ability to identify and document processes.
• Ability to provide consultation, training and leadership to lower level staff.
• Ability to communicate effectively both orally and in writing.
• Ability to develop and maintain effective Thorough and customer relationships.
• Ability to successfully work with multicultural communities.
• 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 maintain adequate attendance.

**Training and Experience:**

**IT Specialist 3**

Six years of objective-level professional experience in the design and support of network security systems and processes, and physical security of infrastructure. An Associate's or Bachelor's degree in computer science or a related field may be substituted for two of the years of directly related professional experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

**IT Specialist 4**

Eight years of advanced-level professional experience in the design and support of network security systems and processes, and physical security of infrastructure, including at least one year in a technical or project leadership capacity. An Associate's or Bachelor's degree in
computer science or a related field may be substituted for two years of the directly related advanced-level professional experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

**SPECIAL REQUIREMENTS:**

Ability to meet the transportation requirements of the position.

Ability to work after hours and weekends to implement security related changes on the network or mitigate security issues.

**Physical Requirements:**

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. Employees must have the physical strength, coordination and acuity inherent to set up, install and test computers as assigned. Employees may be expected to visit sites throughout the City in order to troubleshoot issues.

*Payroll title for this position is IT Specialist 3 or 4, depending on the selected candidate's qualifications.

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**THE CITY OF MADISON IS AN EQUAL OPPORTUNITY EMPLOYER FUNCTIONING UNDER AN AFFIRMATIVE ACTION PLAN. WE ENCOURAGE MINORITIES, WOMEN AND INDIVIDUALS WITH A DISABILITY TO APPLY.**

It is your responsibility to list all related jobs, correct dates of employment, average number of hours worked per week, etc. Be sure to place the complete job title on your application. If you wish to provide additional or supplemental information, please provide a resume in addition to the formal application. If you are still employed please indicate this. Failure to provide accurate and complete information may result in you not being considered for this position.

All applicants are notified by email of the status of their application in each selection process. Those applicants invited to exams will receive an email notice of the date, time, and location. Alternate exam dates/times are not available except in the case of an emergency. Emergency situations are reviewed on an individual basis. Conflicting work hours are not considered an emergency. Exams are job specific and are developed based on the duties to be performed and the criteria listed under the Knowledge, Skills and Abilities section of the job announcement. Exam results are generally available within 2 weeks of the exam, and will be emailed or may be accessed through your NEOGOV account. Due to the volume of exams given by our office, exam scores are not available via telephone.

As an employer, the City of Madison places a strong emphasis on customer service and strives to provide a working environment where: Engagement and equity are supported; Diversity and differing opinions are valued; Teamwork and open and honest communication are encouraged; Meeting customer needs through quality service is a common goal; Creativity is encouraged; Continuous learning and improvement is fostered. Come be a part of the team!

APPLICATIONS MAY BE FILED ONLINE AT: Position #2016-00254
http://www.cityofmadison.com/hr

SYSTEM ADMINISTRATOR AND SECURITY SPECIALIST

210 Martin Luther King Jr., Blvd.
CCB Rm 501
Madison, WI 53703
608-266-4615

hr@cityofmadison.com
System Administrator and Security Specialist Supplemental Questionnaire

1. Please indicate which of the following technologies you have knowledge of and experience with. In the next question you will be asked about your level of expertise with each of these.

- Microsoft Active Directory and networking
- Symantec Netbackup software/hardware
- Quantum disk backup systems
- iSCSI/SAN storage hardware and software
- Windows operating systems (Windows 7, Server 2008 and 2012)
- Microsoft Exchange
- VMware systems and processes
- TCP/IP, DNS, DHCP, WINS
- Network Switch configuration
- Enterprise Firewall Products
- Enterprise system monitoring or logging
- Server/Device patching and updates

* 2. Please rate your level of experience with each of the items listed in the previous question using a scale of 0 to 5, with 0 being no experience and 5 being an expert. (You can copy the list of items above and paste it into the box below, listing the rating next to each technology)

* 3. PLEASE READ CAREFULLY--YOUR WRITTEN RESPONSE IS REQUIRED AS PART OF THE APPLICATION PROCESS FOR THE IT SPECIALIST 3 AND 4 LEVEL POSITIONS. Describe your experiences working on security projects of a technical nature. Be specific and include examples, including your role, and the project outcome. By checking this box, I acknowledge that my responses to the supplemental questions may be used as part of the selection process and may be used to determine whether or not I move forward in this recruitment process. I also acknowledge that my responses will be evaluated on my writing ability; which includes spelling, grammar and my ability to express my thoughts in a logical fashion, while clearly communicating my proper intentions. By checking this box, I acknowledge that my response to this question is required and must be submitted as an attachment in the "Attachment" section of the application with a maximum length of two (2) pages. IF YOU HAVEN'T ALREADY ATTACHED YOUR ESSAY RESPONSE, PLEASE RETURN TO THE ATTACHMENT SECTION TO DO SO BEFORE SUBMITTING YOUR APPLICATION.

- Acknowledgement

* 4. PLEASE READ CAREFULLY--YOUR WRITTEN RESPONSE IS REQUIRED AS PART OF THE APPLICATION PROCESS FOR THE IT SPECIALIST 4 LEVEL POSITION. Describe your most recent advanced level technical project in which you've served in a lead capacity. Be specific and include examples, including your role, the year(s), and the project outcome. By checking this box, I acknowledge that my response to the supplemental question may be used as part of the selection process for the IT Specialist 4 level position and may be used to determine whether or not I move forward in that recruitment process. I also acknowledge that my responses will be evaluated on my writing ability; which includes spelling, grammar and my ability to express my thoughts in a logical fashion, while clearly communicating my proper intentions. By checking this box, I acknowledge that my response to this question is required for the IT Specialist 4 level position and must be submitted as an attachment in the "Attachment" section of the application with a maximum length of two (2) pages. IF YOU HAVEN'T ALREADY ATTACHED YOUR ESSAY RESPONSE, PLEASE RETURN TO THE ATTACHMENT SECTION TO DO SO BEFORE SUBMITTING YOUR APPLICATION.
APPLICATION.

☐ Acknowledgement

* Required Question