



IT Network Administrator

Rogers Water Utilities is seeking a candidate for IT Network Administrator. The successful candidate will be working with our team in providing the best service to our customers. The position is responsible for the operating systems within the RWU network. This position provides daily support to the network, software, hardware, and staff in providing and overseeing the integrity, safety, security, reliability, and dependability of the operations systems within the RWU network.

Responsibilities:

- Analyzing and determining system needs for RWU.
- Installing and configuring hardware and software for the network.
- Oversee that systems are operating efficiently by performing upgrades, repairs, evaluations, and quality assurance.
- Establishing and maintaining security system for network and all peripherals.
- Optimizing and evaluating the system regularly.
- Assigning and updating security permissions for the system network.
- Training/Directing users on correct use of software and hardware within the system.
- Performing problem solving tasks when alerted by a user or monitoring system.
- Responding to cybersecurity and other threats as directed by management or dictated by security system and alerts.
- Manage network servers and technology tools.
- Monitoring system performance and troubleshooting issues.
- Ensuring security and efficiency of IT infrastructure.
- Monitor performance and maintain systems according to requirements.
- Troubleshoot and mitigate issues and outages.
- Ensure security through access controls, backups, and firewalls.
- Upgrade systems with new releases and models.
- Develop expertise to train staff on new technologies.
- Assist Department Manager in developing IT policies and instruction manuals.
- Assist Department Manager in recognizing and recommending system improvements and changes.
- Oversight and responsibility for existing software currently used (Preferred).
- Oversight and responsibility for future software adaptations: ie. Tyler, CityWorks, ESRI
- Experienced in all aspects of Microsoft networking, security, servers, software, and cloud incorporation.
- Ability to create scripts in PowerShell, Python, Perl, or other language.
- Develop and maintain an internal wiki with technical documentation, manuals, and IT policies.

Qualifications:

- Knowledge of a specialized field (however acquired), IT Technology, etc. Equivalent of four years in high school, plus specialized training.
- 4 years related experience and/or training

- Ability to read, analyze, and understand general business/company related articles and professional journals;. Ability to speak effectively before groups of customer or employees.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal, logical or scientific symbolism such as formulas, scientific equations, and graphs. Ability to dealt with a variety of abstract and concrete variables.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.
- Very close mental demand, continuous attention, and high degree of coordination.
- Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.
- Maintain a valid Arkansas Driver's License.
- Must be available to work regular schedule from 8:00 am to 4:30 pm – Monday thru Friday. Some weekend or evening/night work as assigned or determined by Department Manager.
- Must be able to represent RWU in a professional manner.
- Steady and Consistent Work History.
- Ability to multi-task and switch priorities based on the needs of RWU.
- Proven experience as a System Administrator, Network Administrator, or similar role. Working knowledge of Microsoft Business Applications including Azure.
- Experience with databases, networks, and patch management.
- Microsoft Certified and working knowledge of Fortinet a plus.
- Experience with MS Power Platform a plus.
- Must be able to read and follow technical documentation.

SECURITY / SAFETY SENSITIVE POSITION

Based on definitions in the RWU Employee Policy Manual this position meets the criteria to be defined as a Security or Safety Sensitive position. As a result of this determination any employee working in this position is required to disclose to their Department Manager or Superintendent the use of any prescribed medication, including marijuana, which has the potential to impact the employee's ability to perform the duties of their position.

Who We Are:

Rogers Water Utilities is committed to preserving public health and the natural environment. The employees of Rogers Water Utilities are highly trained and service oriented. We want to serve you in the most efficient, courteous way possible.

Benefits:

- Medical, Dental, & Vision Insurance beginning first of month after completing 30 days. (very competitive premiums)
- Company paid life and long-term disability plans
- Paid Vacation and Sick Days
- Retirement Planning (APERS)
- 12 Paid Holidays
- Salary - \$38.52 to \$57.80
- Full-Time Position