



Tennessee Department of Transportation

Administration Bureau

Position Opening:

Network Operations Administrator – Intermediate - TMC

Transportation Management Center Network Support – Region 1

The Tennessee Department of Transportation's IT Division is accepting applications for IT **Network Operations Administrator – Intermediate - TMC** for TMC Network Support – Region 1 (Knoxville) – (3:00 – 11:30 pm shift). This is a Preferred Service Position and reports directly to the TDOT Sr. IT Manager – Network/TMC Support. This position in the IT organization will play a key role in supporting the network and the strategic business goals established by TDOT Leadership.

Key tasks include:

- Administration and support of the server environment for TDOT's Transportation Management Center (TMC) and supporting the Intelligent Transportation Systems (ITS) network.
- Maintaining network performance, security, monitoring, analyzing and troubleshooting network problems.
- Support the following TDOT technologies and processes:
 - Line of business applications & In-house technologies
 - Active Directory
 - MS Exchange
 - SAN
 - Application servers
 - File servers
 - Communication servers
 - Edge devices
 - LAN, VLAN & WAN
 - Security, firewalls and switches
- On call 24/7 network and associated TMC network support



Desired skills:

- Excellent communications, technical, analytical and problem solving skills.
- Networking experience that includes technical and functional understanding of network security, WAN, LAN and internet routing and switching protocols, wireless, VPN, Hyper V and VM Ware capabilities.
- Experience with network and application monitoring solutions that provide clear visibility into network traffic and performance.
- Ability to work effectively under deadlines, independently, and within a collaborative team oriented environment using sound judgment in decision-making.
- Ability to interface with all functions and at all levels within the organization. Ability to work in a cross-functional team.
- Experience with Disaster Recovery, Resiliency Planning, and planning highly available solutions
- Experience with all Windows operating systems, Exchange, Active Directory, Cisco and HP equipment.
- Experience with Domains, Segmentation, Account Management, Network backups, Trusts, Policies, Network Protocols and Bindings, and Software Imaging, and Firewalls.
- Experience with Intelligent Transportation System networks (Fiber Optic, CCTV, RDS, DMS, etc.)



Minimum Qualifications:

Education and Experience: Graduation from an accredited college or university with an Information Technology specific associate's degree and one year of professional-level experience in one of the following: (1) the configuration, installation, evaluation, monitoring, or problem diagnosis and resolution of LAN, WAN, or network hardware, software and related equipment; or (2) the configuration, installation or maintenance of computer hardware and related equipment.

OR

Substitution of Education for Experience: Any graduate coursework in Information Technology may substitute for the required experience on a year-for-year basis to a maximum substitution of one year.

OR

Substitution of Experience for Education: Professional experience in one of the following areas may substitute for the required associate's degree on a year-for-year basis to a maximum substitution of two years: configuration, installation, evaluation, monitoring, or problem diagnosis and resolution of LAN, WAN, or network hardware, software and related equipment or configuration, installation or maintenance of computer hardware and related equipment may substitute for the required education on a year-for-year basis to a maximum of four years.

OR

Substitution of State of Tennessee Experience for Education: One year of experience as an Information Systems Associate with the State of Tennessee.

Applicants interested in IT Network Operations Administrator - Intermediate – TMC for Network Support position in Knoxville must complete and submit an online application. Please be sure to include your education and employment history regardless of the information you may have supplied in a previous application to DoHR. Applications will be rejected if required information is not provided. Each individual applicant must have their own account and must only use that one online account. If your email address changes, you should revise the email address on your existing online account.

(In case of being selected after the first screening, a survey will be sent out for a second screening. Please be aware that this survey will come from a different email address and might go to your Spam box.)

To review and apply, please visit:

<http://agency.governmentjobs.com/tennessee/default.cfm>