NETWORK ADMINISTRATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, maintains the integrity of the information systems network by monitoring and maintaining server hardware and software; and provides analysis, installation and support of hardware and software for wired and wireless networks and personal computer systems.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Support, maintain, and troubleshoot the City's network and related systems, both wired and wireless.

2. Support, maintain, and troubleshoot the City's telephone system

3. Monitor and maintain server hardware and software; build, rebuild, test, and implement servers.

4. Administer network security; monitor and test email; set email policies; add, delete, and modify user accounts and set permissions.

5. Administer enterprise wide antivirus solutions; install and maintain antivirus software and other security software.

6. Administer and maintain user accounts, profiles, and permissions.

7. Assist in coordinating hardware and software purchases.

8. Participate in creating and maintaining technology standards.

9. Maintain software library and ensure license agreement compliance.

10. Install, configure and troubleshoot computer hardware, peripherals and software; support computer network access; confer with vendors and customers regarding identification and resolution of computer problems.

11. May train individual end-users in the use of computer products.

12. Manage projects of moderate size.

13. Mentor/coach junior staff in the areas of advanced information systems.

14. Analyze customer requirements and recommend appropriate computer hardware and software solutions.

15. Perform regular data backup, retention, and restoration of the data network.

16. Rotates mandatory 24/7 on-call duty with other staff.

17. Perform related duties as required.

QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
- The structure of data and voice networks, both wired and wireless.
- Network operating system management.
- Personal computers and software, including servers and server software.
- Database languages used by the City.
- Principles and procedures of record keeping and filing.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:
- Analyze operational program and systems problems, evaluate alternatives and reach sound conclusions.
- Participate and work effectively with teams comprising both technical and non-technical personnel.
- Analyze user requirements and recommend appropriate computer products.
- Use initiative and sound independent judgment within established procedural guidelines.
- Prepare clear, concise and accurate documentation, instructions, correspondence and other written materials.
- Maintain accurate records and files.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan and organize work to meet changing priorities and deadlines.
- Work well with customers and vendors and confer with them regarding their computer requirements.
- Provide timely and thorough response to customer requests.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:
Equivalent to the completion of the twelfth grade supplemented by college level course work in computer technology or a related field.

Experience:
Four years of increasingly responsible experience administering network systems.

License or Certificate:
Possession of an appropriate, valid driver's license.

Possession of certifications in applicable operating systems and/or networking is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in a standard office setting, and outside, with travel from site to site.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting and in vehicles; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to reach under car dashboards and into car trunks; to lift, pull and reach into small spaces; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information; will be required to work evenings and/or weekends as needed, and on a rotating on-call basis.

FLSA: Non-Exempt

Created: January 1995
Revised: July 1999; November 2000; June 2014

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.