CITY OF MADERA

NETWORK ADMINISTRATOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include** all duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs responsible computer support activities including administration and maintenance of the City's network and stand alone personal computers including analysis of network performance and needs; installation and configuration of work stations, and various network components. Troubleshoots, diagnoses, and remedies system and/or equipment problems, provides technical assistance and training to end users, and maintains appropriate security, licensing, and documentation.

DISTINGUISHING CHARACTERISTICS:

The **Network Administrator** is a computer-related professional level class which is responsible for the development, administration, and maintenance of the City's computer and local area network systems including security, maintenance, and documentation. The incumbent is responsible for establishing system standards and assists in the development of long range technology plans. The Network Administrator is distinguished form the next higher classification of Information Services Manager in that the latter has overall management responsibility for the Information Services Division.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Information Services Manager. May exercise technical and functional supervision over lower level information systems and clerical staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Leads, oversees, reviews the work of the Information Services Technician in the area of implementing new systems or purchasing software and hardware for new systems.

- Administers computer network and e-mail systems to include new and upgrade installations, maintenance of data, access, and security integrity, recovery of corrupted data, and monitoring of system performance.

- Analyzes, maintains, configures, installs, troubleshoots, tests, implements, and rectifies issues related to network routers, servers, hubs, work stations, software, and operating systems. Provides technical assistance to users, including installation or movement of equipment, and training on system operation to include hardware and software.

- Consults with users to analyze existing operating systems, hardware and software; determines system requirements and identifies office automation needs, problems, and solutions compatible with the system structure.

- Maintains computer system documentation including inventory of all hardware components and software media; maintains proper software licensing in accordance with federal and state regulations.

- Assists with the preparation of request for proposals/quotes documents and contracts for computer services and related equipment. Consults with vendors to determine feasibility and cost effectiveness of alternative system designs.

- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading documentation, connecting equipment and using a computer. Acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push computers and peripheral equipment or other materials weighing up to 40 pounds also is required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

> **Education and/or Experience:**
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> Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Network Administrator** may be qualifying. A typical way of obtaining the required qualifications is to possess the equivalent of two years of directly related experience in supporting a network computer system (LAN and/or WAN) and two years of college with course work in computer science, information technology or a related field. Experience with the Progress database application and Microsoft NT is desirable.
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> **License/Certificate:**
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> Possession of, or the ability to obtain a valid Class C California drivers license. MSCE certification is desirable but not required

Special Requirements:

Ability to pass a criminal background investigation when assigned to work on Police Department computer systems.

KNOWLEDGE/ABILITIES/SKILLS *(The following are a representative sample of the KAS's necessary to perform the essential duties of the position.)*

Knowledge of:
Personal computer hardware and software, network systems and peripheral equipment; data communications and telecommunications systems; principles and techniques for computer systems analysis, design and administration of LAN & WAN; principles and techniques for work planning, scheduling, measurement and reporting; current hardware and software supply sources, pricing and quality; various operating systems, protocols, cabling methods and networking techniques.

Ability to:
Analyze computer operations and organize component parts into logical systems; analyze user needs and develop cost effective resolutions utilizing appropriate technology; read and interpret complex manuals, documentation and reports relative to proper computer systems operations; install telecommunication and data-communication equipment; conduct training on systems operations; prepare clear and concise written instructions on systems operations; work with various operating platforms and systems; understand and interpret technical information (oral and written); stay abreast of and adapt to rapidly changing technology; communicate clearly and concisely, both orally and in writing; maintain documents, tools, and systems in an orderly fashion; establish and maintain effective working relationships.

Skill to:
Operate, maintain, and repair network and stand alone personal computers, printers, and a variety of peripheral hardware as well as customized software applications and standardized packages.