NETWORK ADMINISTRATOR

DEFINITION
Under general supervision, monitors, maintains and provides technical support to the various systems that compose the Local Area Network.

ESSENTIAL FUNCTIONS
Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Monitors and maintains various system servers; monitors server backups;
- Assists IT help desk with technical support and network related issues;
- Troubleshoots network systems and applications to identify and correct malfunctions, connectivity problems and other operational difficulties;
- Monitors network functions, enhancements and improvements.
- Develops and recommends solutions to network needs;
- Analyzes and monitors platform needs to maintain consistent performance;
- Maintains data security and limited access to users other than City staff;
- Assists with identifying staffing and training needs of department employees;
- Drafts, composes, reviews, edits and/or revises a variety of written documents, summaries and reports.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of advanced network system administration principles and practices, network security methods and techniques and/or user support and training methods and techniques
- Skilled in troubleshooting and repairing network services and systems, in following and providing oral and written instructions, and in establishing and maintaining positive and productive working relationships
- Ability to effectively communicate verbally and in writing in English with all levels of staff, to perform essential duties with little to no immediate supervision; and to provide technical instructions or guidance to non-technical individuals;
- Proficient in the use of a personal computer and other electronic devices to include MS Office and other industry related software and programs

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 60 pounds. May be exposed to repetitive motion, vision to monitor and electrical current.

QUALIFICATIONS
A Bachelors Degree from a four-year accredited college or university in Information Technology, Information Systems or Microsoft Certification AND three (3) years’ experience performing progressively complex in network operation and technical support.