

# **NETWORK ADMINISTRATOR SENIOR NETWORK ADMINISTRATOR PRINCIPAL NETWORK ADMINISTRATOR**

## **JOB PURPOSE AND SUMMARY**

The Network Administrator job family is responsible for supporting, troubleshooting, designing and implementing our countywide Network. The work involves a high level of knowledge of networks and the associated hardware devices and their related operating systems.

## **CLASSIFICATION DISTINCTIONS**

This three level job family encompasses those responsible for complex comprehensive Network administration, support and troubleshooting, for both the physical and logical areas of the network. The work is distinguished from other disciplines within Information Services due to focus on the requirements of the network that supports the servers, clients and network attached peripherals; and knowledge of traffic monitoring and network management. Levels within the job family are accomplished through either the physical or logical areas of expertise, and are generally distinguished as follows:

**Network Administrator:** Responsible for performing basic or simple troubleshooting of network communication hardware/software, the physical requirements of a network, and understand basic concepts of IOS administration tasks. Incumbents at this level do not direct work of others in a work group or assign resources within project scope.

**Senior:** Possession of working knowledge, or exposure to, Network Architecture on a LAN/WAN; or experience in the design and implementation of the physical network, including rack and wire management, and cable termination according to EIA/TIA standards. Incumbents perform backup of an entry level Administrator, provides training on Administrator tasks, and may manage contract vendors.

**Principal:** Responsible for the most complex logical and physical Network issues, directing the work of the others, and assigning resources on a limited basis where the work is within a specific project scope and within an assigned work team. Incumbents must perform complex LAN/WAN wide troubleshooting of network communication hardware/software which leads to implementation of solutions for problem resolution; or perform complex infrastructure design which includes inside plant and outside plant tasks. Incumbents perform backup of a Senior or entry level

Administrator, provides training on Administrator tasks, and may manage contract vendors.

**KEY OR TYPICAL TASKS AND RESPONSIBILITIES:**

Responsibilities include, but are not limited to the following:

- Troubleshoot, analyze and resolve or facilitate resolution of network or application problems; collaborate with programmers and system administrators in problem resolutions in a responsive manner.
- Maintain Network; analyze and provide performance tuning for networks; maintain the operating system with current releases and necessary system patches; maintain current software through adding and removing application resources, install upgrades and apply knowledge of the security structure and reasoning behind levels of access.
- Coordinates installations, replacements and upgrades of network equipment across the organization with operations staff, technical support staff and departmental users.
- Installs updates and patches to Operating Systems and network hardware.
- Repair and/or recover systems through identifying failure causes, utilizing system error logs, tools, and alternative recovery techniques.
- Develop and maintain appropriate system documentation; formulate standards for network management.
- Provide technical and consulting leadership in networked applications, programming and data process technology.
- Work with clients and IT management in developing long-range plans for Network development and system enhancements.
- Work with hardware vendors, and third party software tools vendors to maintain appropriate level of support.
- Develop training materials, train, and provide guidance to less knowledgeable employees.
- Perform other duties as assigned.

## **QUALIFICATIONS**

Education and Experience vary by level as follows and include the requirement for specialized training, education and/or experience within the assigned area:

**Network Administrator:** Associate's degree in computer science or a related field; and minimum one year of experience in a LAN/WAN environment required.

**Senior:** Bachelor's degree or equivalent in computer science or a related field; and minimum two years of experience in a LAN/WAN environment required. Must have the ability to perform intermediate level IOS administration tasks, and troubleshooting of network communication hardware/software, ranging up to the complexities of the Principal Level.

**Principal:** Bachelor's degree or equivalent in computer science or a related field; minimum four years of experience in a LAN/WAN environment; and minimum three years of experience as a primary Network Architect on a LAN/WAN is required; RCCD certification preferred. Must have the ability to perform intermediate level IOS administration tasks and troubleshooting of network communication hardware/software.

Any combination of experience and training that would provide the required knowledge and abilities will be considered.

**Knowledge of:** Effective project management methods; principles computer science; principles and techniques of complex network analysis; network tools to monitor network operations to ensure transport data integrity; advanced technical knowledge in the area of networking is required.

**Ability to:** Coordinate and participate in Network analysis, design, and programming; coordinate, manage, and review the work of a diverse group of assigned project team members; analyze data and develop logical solutions to complex network problems; continually learn and advance knowledge in new technologies; multi-task, demonstrate flexibility with shifting priorities and work under pressure and tight deadlines; develop and deliver clear and concise reports for intended audience; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

Work is performed in an office setting at a computer and in the field. Incumbents are expected to have the manual dexterity to manipulate the tools required to do hardware configuration ,

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installation of network hardware, cross connects, installation of patch panels and wire management. Much of the client contact is via phone. Incumbents must listen, speak, read and interpret information from written sources and on the computer. The incumbent may spend a significant amount of time retrieving information from the computer, requiring repetitive motions of the hand and wrist. The incumbent must have the ability to perform the following: walking, climbing stairs, bending, crouching, and lifting of objects up to 60 pounds. The incumbent must have the ability to carry a pager and/or a cell-phone as well as be on call on a 7/24-hour basis. The incumbent may be required to attend training that may involve air travel and hotel living accommodations up to several weeks a year.

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