

NETWORK ADMINISTRATOR II*

DISTINGUISHING FEATURES OF THE CLASS: This is administrative and supervisory work involving the responsibility for developing and implementing policies and procedures to ensure the efficient operation of an agency's computer network. The work also involves oversight of the installation, configuration, maintenance and troubleshooting of network hardware and software. The work is performed under the general supervision of a higher-level administrator and supervision is provided to lower-level employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Develops and implements policies and procedures to ensure efficient computer network operation (e.g., network installation and maintenance, security, adding users, logging-on) for users throughout an agency;

Analyzes various aspects of network operations and oversees modifications and upgrades as needed;

Establishes long range plans for network upgrades and expansion;

Acts as a liaison with vendors to evaluate product compatibility with existing hardware and software;

Oversees the installation of computer applications to ensure proper configuration and system security;

Collaborates with internal IT and departmental staff to assess network requirements, develop performance strategies and recommend effective solutions to technical issues;

Establishes network standards for hardware and software and network maintenance;

Serves as a technical support expert in resolving complex network issues;

Oversees and participates in the development and implementation of network documentation, instructions and user manuals;

Supervises and coordinates the agency's network team;

May provide technical support and guidance for agency-wide network hardware and software and back-up systems and troubleshoots problems, as needed;

May install, configure and maintain agency-wide network operating and security hardware and software (e.g., Microsoft, VMWare and/or Hyper-V for Virtualization, technology for Storage Area Networks, network servers, network routers, hubs, switches, server application software and e-mail).

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of network administration; thorough knowledge of computer systems administration; thorough knowledge of hardware and software used to operate the agency's computer network; thorough knowledge of computer peripherals (e.g., printers, servers) used in network administration; ability to develop and implement policies and procedures to be used in network administration; ability to initiate and oversee network modifications and upgrades; ability to understand and interpret complex written material; ability to prepare written material; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relationships with others; ability to supervise the work of others.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher and five (5) years of paid work experience in network administration, systems administration, computer system support/troubleshooting and/or systems analysis, two (2) years of which must have been in a supervisory or administrative capacity.

NOTE: A Bachelor's degree or higher in Computer Science, Management Information Systems, Business Administration or comparable degree may be substituted for two (2) years of paid work experience in network administration, systems administration, computer system support/troubleshooting and/or systems analysis.

(over)

PROMOTION: Two (2) years of permanent status as a Network Administrator I.

SPECIAL REQUIREMENT: Certification in Cisco and/or Microsoft to be determined by the appointing authority.

*This reflects a retitling of Network Administrator II (MIS).

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Competitive