NETWORK ADMINISTRATOR II

NATURE OF WORK

This is responsible technical work providing leadership for the installation, troubleshooting, configuration and operation of the network software, hardware and monitoring systems used to support the City and County networking systems.

Work involves responsibility for installing and analyzing networking software; providing technical assistance to City and County customers in the use of networking services; monitoring network performance, reliability and scalability; evaluating network product and services behaviors; troubleshooting and resolving network and security problems; and identifying, developing and implementing performance improvement features and procedures. Supervision may be exercised over subordinate technical personnel. General supervision is received from the Network Supervisor.

EXAMPLES OF WORK PERFORMED

Investigates, resolves and escalates problems and develops recommendations for resolution; identifies need for technical assistance to help in problem resolution; works with technical assistance to resolve problems; informs clients of problems, issues and resolutions.

Recommends, directs, operates and validates networking configurations, documentation, devices and topologies for systems including VOIP, wireless, firewall, routers and switches.

Participates in the design, development and delivery of hardware and software training programs.

Creates detailed system models, specifications, diagrams and charts to provide direction to the team.

Records, tracks and documents the problem-solving process.

Develops and implements procedure, configuration and documentation specifications for networking hardware and software.

Assists in the supervision of subordinate technical personnel.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of computer hardware and associated networking equipment.

Considerable knowledge of ethernet, fiber-based networks, and the ability to analyze the same using the appropriate network analyzing tools.

Considerable knowledge of routers, switches, and network operating system.

Knowledge of structured wired and wireless systems and troubleshooting of these systems.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with contractors, supervisors, coworkers, subordinates, customers and the general public.

Ability to exercise independent judgment and initiative in analyzing network systems and to make sound recommendations and modifications.

Ability to prioritize and execute tasks in a high-pressure environment.

Ability to manage multiple responsibilities concurrently.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in computer science, network administration, telecommunications, business, or related field and five years of experience in the installation and maintenance of networking/data communications systems; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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