NETWORK ADMINISTRATOR

Department: Technology Department   *Grade:* S9
Division: Town   *Revision Date:* 1/18
Appointing Authority: Technology Manager   *Bargaining Unit:* S (Provisional)

Definition:

Performs professional and highly technical work in assisting the IT Manager administer, implement, setup, deploy, and maintain all aspects of the Town's information technology systems infrastructure including servers, computers, application services, system and network operations, geographic information systems, and telecommunications; assists in developing plans and implementing integrated information systems standards and platforms. Analyzes communication and computer systems and helps develop new strategies to maximize performance of network(s) and systems. Performs control checks and implements procedures to ensure the well being of the overall system. Helps in the training of town employees on use of the network, all other work as required.

Supervision:

Reports directly to and works under the policy direction of the IT Manager who assigns tasks based on overall objectives. Performs some duties independently.

Employee generally responsible for own work but may provide assistance and directions to new or lower level employees. Provide back up for IT Manager.

Environment:

Performs technical duties requiring extensive judgment and initiative in assisting the IT Manager in planning for, managing, maintaining and supporting the use of information technology throughout the town.

Duties are performed under typical office conditions. Travels to off-site locations to perform work for other departments.

Operates enterprise-wide, departmental, and PC-based computer systems and other office equipment in a LAN/WAN environment, communications equipment (i.e.switches, routers, firewall, VoIP, backhauls, etc.).

May have access to extensive confidential information from files in computer systems and elsewhere throughout the town government; including personnel records, salary negotiations, cost projections, and other personal information about employees and other documents subject to restricted access.

Has regular daily contact with employees and offices throughout the town in answering questions, solving problems, providing training, implementing and supporting applications from vendors; and assisting the IT Manager in developing, implementing and supporting applications authored by the Town's staff.

Errors in judgment and administration may result in damage to or loss of information, damage to hardware or software or telecommunications, delay in or loss of service, possible monetary loss, or adverse legal consequences to the town as well as impact on employee morale, confusion and delay.

Essential Functions: (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Responsible for the daily maintenance and monitoring of the Town's LANs and WAN for performance, security, and health. Ensures the well-being and optimum performance of communications equipment and personal computer systems. Resolves system failures and software problems as required. Coordinates with IT Manager, IT Helpdesk and town staff to resolve problems.

Assists in designing, implementing, troubleshooting and support of enterprise-wide network systems, servers and telecommunications. Coordinates the integration of new equipment onto the existing LANs and WAN; implements new LANs and segments of the WAN, responsible for specifying workstation configurations in conjunction with IT Manager.

Responsible for implementing and checking network security, for specifying workstation configurations in conjunction with IT Manager, for diagnostics and resolution of network problems, for resolution of telecommunication problems, for second level support for resolution of computer system problems, for resolution of software problems, for maintaining documentation of network (e.g.: layout, addressing, etc.).

Responsible for the disaster recovery systems and for the maintenance of documentation/inventory/warranty information of all telecommunication/networking (including servers) equipment.

Manages work requests through a ticketing system.

Conducts research; organizes data gathered, presents data in reports adequate for decision-making purposes; conducts internal controls and procedures and documents work performed.

Assists in the implementation and support of packaged applications from licensed vendors including patches and updates, install workstations and printers on the LAN, download and test new versions of client software for workstations and make recommendations based on findings;

Performs other duties/meetings as assigned.

Minimum Qualifications:

Education and Experience: Bachelors Degree in Computer Systems or Science, or related field preferred; over two years of experience in information technology or as a implementation specialist, or related position with midrange / client-server and personal computer systems, including Local and Wide Area Networks; or, a combination of education and experience that enables performance of all aspects of the position.

Knowledge, Ability and Skill: Working knowledge of networking, communication systems, setup and tuning to maximize performance of networks, network security. Ability to accurately describe technical problems and troubleshooting steps. Knowledge of Windows server based network is necessary. Knowledge of Linux is a plus.

Ability to establish and maintain effective working relationships and work cooperatively with department heads, staff and elected or appointed officials and interact in a patient professional manner. Ability to plan, manage others, analyze, carry out projects, consult and offer advice, and facilitate groups; requires highly effective written and oral communication skills. Ability to meet project timetables. Must perform all aspects of job responsibilities with honesty, integrity and strict confidentiality. Ability to transition easily from one function to another.

Self-motivating and independent professional able to manage and prioritize workload with general direction from supervisor. Ability to be equally effective working on a team or working independently. Ability to learn and quickly comprehend new concepts with strong judgement and decision-making skills. Ability to think ahead;anticipate problems, issues, and solutions. Ability to respond to on-demand after-hours support needs for critical system restorations/repairs and public safety emergency events including manmade or natural disasters.

Must possess technical knowledge of current applications and to keep abreast of, learn and apply new developments in computer technology, skill working with a variety of people, and a commitment to resolution-based problem solving.

Physical Requirements: Minimal physical effort required under typical office conditions; intermittent moderate effort required for tasks such as moving and installing computer hardware and related office equipment involving frequent bending, crouching, twisting, grasping, pulling, pushing, and reaching. Work may involve physical ability to perform manual work for 8 hour day or longer if required; work in cramped areas or awkward positions for prolonged periods of time; exposure to ambient conditions including hot, humid, cold or wet conditions. Work may require use of staging, ladders or mechanical/hydraulic lifts at various heights. Position requires the ability to operate a keyboard and view computer screens for an extended period of time. Requires good hand-eye coordination, arm, hand and finger dexterity, and visual acuity to read technical information. Position requires the ability to access all town offices on a regular basis; Good vision required for instrument reading and ability to perform close vision, distance vision, peripheral vision, and the ability to adjust focus. Position requires the ability to lift up to fifty pounds.

Special Requirements: Must successfully pass CORI/ SORI checks. Must have a valid Class D Driver's license.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:
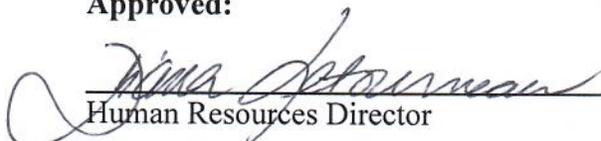
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Human Resources Director

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IT Manager

[SSEA Review _NJG_]

___1/12/18___
Date
Revision History: 1/18