

NETWORK ADMINISTRATOR

Job Code: 3091
Location: Tioga County Information Technology
Classification: Competitive
Salary: Non-Union
Adopted: Adopted 7/04 (Reso 212-04); Reviewed 08/18, 01/20 Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This is a highly technical position with responsibilities for telecommunications network management and support. Duties include the coordination and project management work involving networking, system integration, installing and maintenance of related hardware and operating systems software and by virtue of the information to which the incumbent has access to, requires a high level of confidentiality. The incumbent also investigates new industry developments such as software alternatives, system productivity tools, and documentation approaches, and makes recommendations for current and projected departmental use. The incumbent is responsible for running reports from the network for a variety of purposes, including for use in disciplinary proceedings and union contract negotiations. The work is performed under the general supervision of the Director of Information Technology, with considerable leeway allowed for the exercise of independent judgment. Although supervision is not a primary function, the incumbent may provide technical oversight to those involved in network maintenance. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Monitors and maintains network and software systems in performing troubleshooting and resolution to associated problems;
- Acts as a lead role in implementing network security practices system-wide;
- Installs, customizes and supports all local and wide-area network server-based software and hardware;
- Acts as Project Leader to direct and coordinate the activities of staff for work involving computers, networking, software, OS and system integration including installation and maintenance of related hardware and software for the County departments;
- Conducts performance analysis of hardware and software configurations and adjusts the networks for optimal performance;
- Provides appropriate training for County departments on network usage and computer equipment. May provide training to other department staff;
- Organizes, prepares and periodically updates local and wide area network documentation. (This includes all modifications, installations, removals, version changes, etc.) Assists with planning the short and long range goals for networking systems;
- Researches changing technologies using trade journals and other forms of media to provide suggestions and input for future needs;
- Performs hardware, software and network component evaluations and provides management with reports and recommendations;
- Establishes and maintains standards to efficiently utilize servers and networks;
- Establishes and maintains inventory of network applications, equipment and supplies;
- Prepares reports, including network utilization statistics, to the director of the department and committees (as requested);
- Attends relevant seminars and conferences as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of server-based hardware and software; thorough knowledge of local and wide area network administration and topologies; thorough knowledge of micro computer and related technology; thorough

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knowledge of communications hardware and software; thorough skill in the operation of computer and communications equipment; good knowledge of the principles, practices, procedures, tools and equipment used in the repair and maintenance of computers; ability to communicate clearly, both orally and in writing with network users, technicians and vendors; ability to gather and analyze information and draw logical conclusions; ability to learn new technology; ability to establish and maintain effective working relationships with department heads, computer users, and software/hardware vendors and members of the public requesting service; ability to move equipment and work in confined spaces while installing and working on network equipment; good judgment, resourcefulness, dependability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

- a. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Science or closely related field, and three (3) years full-time work experience or its part-time equivalent in network administration, installation, support or maintenance; **OR**
- b. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science or closely related field, and five (5) years full-time work experience or its part-time equivalent in network administration, installation, support or maintenance; **OR**
- c. Graduation from high school or possession of a general equivalency diploma and seven (7) years of full-time work experience or its part-time equivalent in network administration, installation, support or maintenance; **OR**
- d. Any combination of training and experience equal to or greater than that described in (a) and (b) above.

The following is a list of activities for specific preferred technology experience:

- Administering Windows 2016 including install/configure OS, patch management and general maintenance
- Administering Storage Area Network (SAN) systems and VMware clusters
- Setup and configuration of network equipment using Cisco IOS
- Setup and configuration of VoIP phone systems in ShoreTel\Mitel Connect
- Ability to support general networking technologies and services including TCP/IP, DFS, DNS and related security practices
- Windows Server Active Directory administration (user, computer, printer administration)
- Microsoft Exchange Server/client setup/upgrade and troubleshooting
- Ability to support Microsoft Office Suite
- Server/Desktop hardware setup and support – Windows 10 Enterprise
- Router/Firewall setup and support