



April 2014

## **SENIOR NETWORK ADMINISTRATOR**

### **DEFINITION**

Under general supervision, provides lead direction and supervision to assigned network administrators and help desk personnel; sets priority and directs the work of assigned staff on a project or day-to-day basis; performs senior level technical support and manages enterprise level technology projects, hardware, and software in a diverse and complex network environment; provides configuration, implementation and support services for the Windows servers, VMWare, VPN, routers, security, SANS, firewalls, switches, VOIP, desktop environments, all other data and network infrastructure and leads design efforts; coordinates assigned activities with other departments, outside agencies and vendors; and provides a high level of customer service through daily interactions with all areas and levels of the City. This position is part of a small team with a broad range of responsibilities and provides highly technical and complex staff assistance to the Information Technology Manager and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Information Technology Manager. Exercises functional direction over and direct supervision of network and helpdesk staff.

### **CLASS CHARACTERISTICS**

This is an advanced journey-level classification in the Network Administrator series that performs more complex duties required to ensure that the City's information systems are maintained. This class is distinguished from the Network Administrator in that it may be responsible for the supervision of professional and technical staff and/or it performs the most complex duties assigned to the series. This class is further distinguished from Information Technology Manager by the latter's full management and supervisory responsibility in planning, organizing, and directing the full scope of operations within the division.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, coordinates, oversees, manages, implements, troubleshoots, and administers complex network administration and projects involving researching, installing, configuring, and maintaining all network hardware and software, including the VMWare, Storage Area Network (SAN), LAN and WAN environments switches, routers, and firewalls for network functionality and security.

- Serves as a resource and consultant to managers, supervisors, and employees regarding the resolution of complex network administration.
- Participates in preparation of division budget and monitors expenses.
- Designs, implements, and upgrades complex network architecture to accommodate growing communication requirements.
- Receives, prioritizes, assigns, and/or responds to incoming work orders, calls and/or emails regarding network and helpdesk requests.
- Plans, manages, and oversees the daily functions, operations, and activities of the network including checking backups, SAN devices and Windows servers logs for issues.
- Manages and participates in the development of the IT division budget
- Provides mentoring and technical training to Network Administrators on new hardware and software.
- Participates in selection, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of information technology network administration, network security policies and procedures, backup procedures and information systems pertaining to City departments.
- Principles and practices of employee supervision including work planning, assignments, review and evaluation of performance, and training of staff in work procedures and job expectations.
- Knowledge and ability to install, troubleshoot and maintain SANS and WMWare servers.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Applicable Federal, State and local laws, codes and regulations.
- Network systems analysis and troubleshooting principles and procedures.
- Computer hardware and software applications, including network essentials, peripheral equipment and network security.
- Design, operations, properties, and capabilities of networks and network cabling.
- Operation and care of computer equipment.
- Operating characteristics, capabilities, and limitations of computer related peripheral equipment.
- Operating systems such as LAN/WAN operating systems and mini-computer applications.
- Research techniques, methods, and procedures.
- Technical report writing practices and procedures.
- Principles and procedures of record keeping and reporting.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

**Ability to:**

- Plan and organize work assignments, supervise staff, and write performance evaluations.
- Select, train, motivate, and evaluate the work of staff.
- Understand, maintain, and create thorough technical documentation.
- Assess customer needs, set priorities and allocate resources to most effectively meet needs in a timely fashion.
- Perform business and functional analysis and reach sound conclusions regarding customer needs and requirements.
- Analyze, troubleshoot and identify alternative solutions to complex network hardware, software, and connectivity problems and make modifications and fixes to resolve the issues.
- Coordinate the work of a project team, formulate project needs and requirements, and complete projects.
- Assist in the development of goals, objectives, policies, and procedures for the division.
- Maintain effective working relations with those contacted in the course of work.
- Operate effectively in a team environment.
- Communicate effectively, both orally and in writing including the ability to explain technical concepts to coworkers and policy makers who do not have a background in IT in a manner that they can understand so informed decisions are made.
- Interpret, apply, and explain Federal, State, and local laws, codes, and regulations.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare and maintain accurate and complete records; clear and concise reports; and write technical documentation.
- Respond to requests and inquiries from end-users.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Treat customers with low-tech computing needs with the same respect and energy as those with highly technical computer needs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner;
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

- Effectively represent the department and the City in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited **four-year college or university** with major coursework in computer science, information technology, or a related field, **and five (5) years** of responsible network management, computer systems, systems analysis, or related experience. Supervisory experience is strongly preferred.

**Licenses and Certifications:**

- Possession of a valid driver's license with satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.