CLASSIFICATION SPECIFICATION FOR: NETWORK ADMINISTRATOR

Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.

POSITION SUMMARY

Under general supervision, provide technical support of personal computer hardware, software, and network activities; install, configure, and troubleshoot personal computer and network hardware and software; assist users of personal computers in resolving daily operation and/or technical problems.

DISTINGUISHING CHARACTERISTICS

This is an Information Systems classification which reports to the Management Information Systems Manager. This is a fully experienced level classification that provides support and daily oversight of specialized systems, networks, personal computers and related equipment. The position provides support for the network infrastructure, including local area network devices, wide area network connections and wireless capability. This classification performs complex tasks and applies a great degree of independent judgment.

ESSENTIAL FUNCTIONS STATEMENTS Essential responsibilities and duties may include, but are not limited to, the following:

1. Assists in planning, coordinating and scheduling Information Technology needs by keeping involved parties informed of plans, progress, training requirements and budget impacts; develops and recommends application and resource priorities.

2. Acts as the point of contact for day-to-day Information Technology needs; troubleshoots system problems, isolates the cause of disruptions/failures; recommends and implements solutions.

3. Provides consultation and technical assistance to technology users in the selection, operation, and maintenance of personal computers and the on-going management of data on servers and optimization of network performance, including security requirements.

4. Assists in the analysis and evaluation of vendors and products in accordance with Town requirements and specifications; serves as a subject-matter expert in the vendor evaluation process.

5. Coordinates the purchase of PC and network hardware and software; leads or participates in the installation and upgrade of network servers.

6. Maintains, modifies and assists in network configurations and interfacing.

7.   Identifies the source of operating problems, including hardware and software aspects for computers and network systems; analyzes and assesses the nature and degree of the problem and implements or recommends corrective actions; prioritize service requests.

8.   Participates or serves as lead for Information Technology work plan projects and other related projects, including equipment replacement and systems upgrades.

9.   Provides technology training, updates and reminders on an as-needed basis as well as proactively.

10.   Maintains and compiles documentation of user protocols/procedures, technical references, training manuals, handbooks and guides; maintains logs and files as needed.

11.   Provides representation at meetings, conferences and special work groups.

12.   Stays current with developments in the field of Information Technology related to computer software programs, networking systems and hardware operating systems relevant to the Department's needs.

13.   Build and maintain positive working relationships with co-workers.

14.   Perform related duties and responsibilities as required.

REQUIRED EDUCATION, EXPERIENCE AND TRAINING Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- A Bachelor's Degree in information technology, computer science, engineering or closely related field; and

- Three years of responsible experience in technical support, including troubleshooting and repair, for personal computer hardware and software systems, utilizing networks.

- Up to two years of responsible experience in technical support, including troubleshooting and repair, for personal computer hardware and software systems, utilizing networks may be substituted for the college requirement on a year for year basis.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles of computer system operations and peripheral components, including systems analysis and development.
- Operating characteristics, capabilities, limitations, and service requirement of personal computers and related peripheral equipment.
- Hardware and software used in computer network systems; including switches, routers, hubs, firewalls, servers, and personal computers.
- Current trends and development in the field of personal computer technology.
- Office procedures, methods and computer equipment.
- Safe work practices.

Ability to:

- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify an interpret technical and numerical information; observe and problem solve operational and technical policy and procedure issues; interpret and explain technical concepts to less knowledgeable individuals.
- Identify, analyze, and assess personal computer and network administration problems and take appropriate corrective action.
- Observe and problem-solve operational and technical deficiencies.
- Install, monitor, modify, and maintain systems software and prepare complex computer programs for business applications.
- Analyze and evaluate software and hardware products and upgrades.
- Assist in establishing standards for personal computer system resources.
- Identify and conceptualize user information needs; evaluate existing system and software/hardware capabilities relative to those needs; and implement changes/adjustments or make recommendations as appropriate.
- Explain technical concepts in non-technical terminology and train others in the operation and application of personal computer systems.
- Obtain information through questioning; to handle multiple assignments; and to deal firmly and courteously with co-workers.
- Analyze situations quickly and objectively to determine the proper course of action.
- Use various hand tools and testing equipment in repair, adjustment, or problem identification of personal computers and related equipment.
- Establish and maintain effective working relationships with those contacted.
- Communicate effectively and understand and carry out oral and written instruction.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Conduct work in a safe manner in accordance with established practices.

PHYSICAL DEMANDS

Employees must be able to work with and around computer equipment; use hands and arms repetitively; finger dexterity is required; must maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties; push, pull, lift and carry items weighing up to 50 pounds. Intermittently twist and reach equipment; bend, crouch, squat and kneel while installing and repairing equipment; may work confined spaces (e.g., installing or repairing computer equipment in vehicles.)

WORK ENVIRONMENT

Employees work indoors in a computerized office environment and in computer equipment storage rooms, in direct contact with work associates and the public. There is exposure to outside atmospheric conditions, traffic and noise when going to meetings, outlying buildings and when working on computer equipment in vehicles.

FLSA: Non-exempt

REPRESENTATION

This classification is represented by the Town Employees Association.

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