

NETWORK ADMINISTRATOR

Position Code: 2720

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 361

Location: Innovation & Technology

Approval Date: 2023

General Statement of Duties

Performs professional level design, implementation and support for network systems and LAN/WAN architecture.

Distinguishing Features of the Class

An employee in this class is responsible for ensuring the stability and integrity of voice, data, and wireless network services. This is achieved by planning, designing, and developing local area networks (LANs) and wide area networks (WANs) across the organization. In addition, the Network Administrator will participate with the installation, monitoring, maintenance, support, and optimization of network hardware, software, and communication links. This individual will also analyze and resolve network hardware and software problems in a timely and accurate fashion and provide training to others where required.

Duties and Responsibilities

Designs, implements, and tests wireless, local area network (LAN), wide area network (WAN), Internet, and other data communications systems and segments.

Coordinates network maintenance activities with city network users, external network managers, and other technical service personnel.

Performs network hardware/software troubleshooting, performance tuning, and security auditing.

Ensure network security best practices are implemented through auditing: router, switch, firewall configurations, change control, and monitoring. Respond to security related events and assist in remediation efforts. Coordinate, and monitor log analysis, to ensure City policy and security requirements are met.

Assist with the server and storage environments as required.

Designs, implements, and maintains voice over internet protocol (VOIP) telephone system.

Assist in developing, assessing, & maintaining infrastructure recovery plans.

Reviews new technology projects, determines hardware, software, and cabling requirements, determines scope of work.

Participates in long- and short-range technology planning.

Maintains technological proficiency and certifications through training and education sessions, seminars, workshops, and courses, and by reviewing on-line and published literature or training.

Performs work during emergency/disaster situations including coordination of disaster recovery plans.

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of integration of computer technology into the public sector environment for a variety of applications and purposes.

Considerable experience managing Cisco Call Manager environments and related services.

Considerable experience managing complex network infrastructure at an enterprise level.

Considerable experience managing wireless networks at an enterprise level.

Thorough knowledge of the principles and practices in the management of computer networks and servers, including network security.

Skill in investigating, analyzing, and resolving technical problems with hardware, software, and peripheral components and/or operator issues.

Skill in the installation and operation of various network and server systems and related software applications.

Ability and desire to keep current and actively seek new technology solutions and apply them to organizational needs.

Ability to communicate effectively in oral and written form and ability to obtain information.

from users and explain technical issues to non-technical system users.

Ability to manage multiple projects.

General knowledge of word processing, spreadsheet, and presentation software.

Working knowledge of general office procedures, practices, and equipment.

Ability to understand and follow written and oral instructions.

Ability to install and configure networking hardware and software.

Ability to establish and maintain effective working relationships with officials, department heads, employees, general public, and vendors.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 20 pounds of force occasionally; 10 pounds frequently and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Bachelor's degree from an accredited college or university with major course work in computer science or related field and five to seven years' experience in networking systems, LAN/WAN network administration, and enterprise security; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License.