

NETWORK ADMINISTRATOR

Salary Range: \$49,787 - 77,170

General Statement of Duties

Performs difficult skilled technical work in the operation and maintenance of the county's computer network and network devices, maintaining records and files, and preparing reports.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Distinguishing Features of the Class

An employee in this class is responsible for the technical support of the county's computer network including servers and workstations. Work includes network design and implementation; troubleshooting problems with the network, workstation hardware and software; providing technical assistance in equipment operations and training users. Duties include maintaining user documentation, setup and configuration of equipment, security protocols, networks, and providing user support on word processing, spreadsheets, data base, and specialized software. The employee works in an inside environment but may be required to work in cramped quarters and may be exposed to electrical hazards, dust and poor ventilation while installing new network cabling. Work is performed under the general direction of the Information Technology Director and is evaluated through frequent conferences, efficiency and effectiveness of the network operations and feedback from users of the system.

Duties and Responsibilities

Essential Duties and Tasks

Designs, configures, repairs, upgrades and maintains the county's network system; installs and maintains servers including web servers, file share servers, print servers and database servers; supports and maintains operating systems and software such as Windows, SQL and MS Office; installs and configures personal computers on the network; performs routine maintenance and upgrades on computer equipment.

Manages servers, communications, and personal computer network systems including analyzing needs, updating, recommending upgrades, assigning peripherals and providing set-up; installs new hardware and makes programming changes or modifications for more efficient and effective use.

Resolves network communication problems; troubleshoots data communications problems; repairs or replaces hardware, increases band width, runs diagnostic software, patches or replaces cables and/or resolves operating system issues.

Provides technical assistance with a wide variety of user problems including hardware, software, peripherals and operating systems; visits work sites or provides technical support via telephone to diagnose and solve automation problems; teaches users how to operate equipment and software on the workstation.

Participates in research, evaluation and integration of new technology, data administration, capacity planning, training and technical support.

Additional Job Duties

Attends training and other meetings to maintain currency in field and learn about new technology

and software applications of potential value to the county.
Performs other related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Comprehensive knowledge of county and department policies and procedures.
- Comprehensive knowledge of current information systems technology principles, methodologies and practical applications of networks, operating systems, hardware and software.
- Comprehensive knowledge of techniques and methodology of designing and maintaining computer networks, computer systems analysis, hardware and software installation and maintenance, and troubleshooting techniques.
- Comprehensive knowledge of integration of computer technology into the public sector environment for a variety of applications and purposes including, GIS, E-911, CAD, networks, email and internet website access.
- Skill in the installation and operation of various computer and server hardware devices and in software applications used by county departments.
- Skill in detecting and correcting network failures and in resolving programming failures.
- Ability to analyze, diagnose and solve problems in a variety of applications in use on personal computers, servers and networks.
- Ability to communicate effectively in oral and written form.
- Ability to establish and maintain effective working relationships with supervisors, system users, department directors, outside consultants and vendors.
- Ability to understand technical computer language and manuals and ability to follow technical oral and written instructions.
- Ability to analyze technical data to determine source and causes of network and telephone operational problems and to resolve or obtain necessary resources for correcting.
- Ability to instruct the system users in the operation of hardware and peripherals and in the effective use of software applications.
- Ability to make arithmetic computations.

Physical Requirements

- Must be able to perform the physical life operational functions of climbing, sitting, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, lifting, fingering, grasping, feeling, seeing, talking, hearing, and repetitive motions.
- Must be able to perform medium work exerting up to 50 pounds of force occasionally and up to 25 pounds of force frequently to move objects.
- Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, perform visual inspections, use measurement devices, assemble or perform repair on computers and servers, and read extensively.

Desirable Education and Experience

Graduation from a community college with an Associate's degree in information technology, computer science, or related field and considerable experience as a computer systems analyst, engineer or network administrator, or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina driver's license.

