

COMPUTER NETWORK ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS: This is technical and administrative work of a complex nature which involves responsibility for developing and implementing policies and procedures for the efficient operation of a computer network and for overseeing the installation, configuration and maintenance of network hardware and software. The work is performed under the general supervision of a higher-level administrator and supervision is provided to technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Develops and implements policies and procedures to insure efficient computer network operation (e.g. network installation and maintenance, security, adding users, logging-on) for users;
Analyzes various aspects of network operations and oversees modifications and upgrades as needed;
Establishes long range plans for network upgrades and expansion;
Acts as liaison with vendors to ascertain compatibility of products with existing hardware and software and oversees installation of computer application in order to ensure security and proper installation;
Meets with staff to determine network needs and to propose problem resolution;
Meets with technical staff to discuss network issues and develops methods of improving overall network efficiency;
Establishes network standards for hardware and software and network maintenance;
Acts as technical support resource in the solution of complex network problems;
Develops and conducts training programs for users which includes establishing priorities, scheduling, and conducting sessions, developing training and procedure manuals as well as providing ongoing technical support.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of network administration; thorough knowledge of computer systems administration; good knowledge of hardware and software used to operate a computer network; good knowledge of computer peripherals (e.g. printers, servers) used in network administration; ability to develop and implement policies and procedures to be used in network administration; ability to initiate and oversee network modifications and upgrades; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher in Computer Science, Management Information Systems, or related field, or any other Bachelor or higher degree that included a specialization* in computer science and four (4) years of paid work experience developing and maintaining computer networks; two (2) years of which were spent developing and maintaining local and wide area digital networks and two (2) years of which must have been in a supervisory, administrative or managerial capacity.

NOTE: Three (3) additional years of the required "general" experience may be substituted for the Bachelor or higher degree.

*At least fifteen (15) credit hours are required to be considered a specialization.