

## **NETWORK ADMINISTRATOR I \*\***

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical and administrative work of a moderately complex nature which involves responsibility for the installation, configuration and maintenance, including troubleshooting responsibilities, of network hardware and software used by various departments and for providing technical support for network backup systems. The work is performed under the general supervision of a higher-level network administrator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides technical support and guidance for agency-wide network hardware and software and backup systems, and troubleshoots problems, as needed;  
Installs, configures, and maintains agency-wide network operating and security hardware and software (e.g. Novell/Microsoft, VMWare and/or Hyper-V for Virtualization, technology for Storage Area Networks, network servers, network routers, hubs, switches, server application software and e-mail);  
Maintains and modifies network accounts;  
Maintains agency network workstation and printer configuration and support;  
Configures and modifies remote access with security related to Network Operating System;  
Integrates Novell/Microsoft operating systems with external computers and peripherals improving network efficiency;  
Oversees various aspects of network operations, modifications and upgrades as needed;  
Identifies system deficiencies and/or problems and develops solutions for same;  
Maintains and upgrades system as necessary;  
May install and configure email system;  
May assist in the development and implementation of policies and procedures to ensure efficient computer network operation (e.g. network installation and maintenance, security, adding users, logging-on) for users throughout the departments, by identifying problems, recommending improvement in such policies and procedures, etc.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the principles and practices of network administration; good knowledge of the computer systems administration; good knowledge of hardware and software used to operate the agency's computer network system\*; good knowledge of computer peripherals (e.g. printers, servers) used in network administration; ability to oversee network modifications and upgrades; ability to understand and interpret complex written material; ability to prepare written material; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others.

### **MINIMUM QUALIFICATIONS:**

1. A Bachelor's degree and four (4) years of experience in network administration, systems administration, computer system support, systems analysis, troubleshooting or any combination thereof, or
2. An Associate's degree and six (6) years of experience in network administration, systems administration, computer system support, systems analysis, troubleshooting or any combination thereof.

(over)

**NOTE:** A Bachelor's degree or higher in Computer Science, Management Information Systems, Business Administration or comparable curriculum may be substituted for two (2) years of the required experience.

**SPECIAL REQUIREMENT:** Certification in Novell Engineering (CNE) and/or Microsoft Certified Professional (MCP) is required at the time of appointment.

\*To be demonstrated during the probationary period.

\*\*This reflects a retitling of Network Administrator I (MIS).

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Competitive