

NETWORK ADMINISTRATOR II *

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 an agency's computer network and for overseeing the installation, configuration and maintenance, including troubleshooting responsibilities, of network hardware and software. The work differs from that of a Network Administrator I in the difficulty of assignments and the independence of judgment exercised. The work is performed under the general supervision of a higher-level administrator and supervision is provided to a small number of employees. 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 throughout an agency;

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 of various departments to determine network needs and to propose problem resolution;

Meets with ITS 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;

Oversees and participates in the development and implementation of network documentation, instructions and user manuals;

Supervises and coordinates the agency's network team;

May provide technical support and guidance for agency-wide network hardware and software and back-up systems, and troubleshoots problems, as needed;

May install, configure, and maintain 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).

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 the agency's 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 and five (5) years of experience in network administration, two (2) years of which must have been in a supervisory, administrative or managerial capacity.

(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 general experience.

PROMOTION: Two (2) years of permanent status as a Network Administrator I.

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

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

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Competitive