

CLASS SPECIFICATION
Assistant Network Administrator

GENERAL PURPOSE

Under direction, assists in developing, enhancing, administering and maintaining the City's network infrastructure and network support services to ensure an efficient, reliable and robust infrastructure for business operations and sharing of information and applications across City departments; assists in performing network and operating system administration and monitoring network operations; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Assistant Network Administrator assists in developing and administering the City's network infrastructure and network support services. The incumbent performs systems and network administration duties, including administration of the City's email server and system and monitoring of network/systems performance. The incumbent is expected to have strong operating system and network infrastructure design knowledge in order to carry out assigned administration functions with the need for only limited oversight and supervision.

Assistant Network Administrator is distinguished from Network Administrator in that an incumbent in the latter class has overall network infrastructure responsibility and supervises the work of staff assigned to the network services section of the technology services division.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides difficult and highly responsible technical support in administering City network operating systems, infrastructure and devices; monitors network performance and ensures all network applications are accessible; administers and maintains daily server backups and performs restores as required; troubleshoots and resolves server and user system/network connectivity and other network problems.
2. Installs, configures, maintains and upgrades servers and other network devices; modifies network configuration in accordance with City's network requirements; runs programs to create and configure network facilities; administers print services and virus protection on network systems and computers, including virus scans and resolving problems identified; administers web filtering systems; deploys new software and software updates including security patches using systems tools and utilities; maintains server hardware; monitors end user compliance with the City's Computer Security Policy.
3. Assists in providing help desk support services; installs, configures, repairs or replaces computer hardware, printers, plotters, other devices and software; diagnoses, troubleshoots and resolves hardware problems; installs, troubleshoots and resolves software problems; installs voice and data cable plant.

4. Acts as email administrator; maintains and monitors email servers; establishes, maintains and updates user group distribution lists; maintains and updates email address books; maintains and rebuilds email databases; sets up new user accounts and mail boxes; establishes and monitors mailbox quotas; maintains user account database; notifies management of system errors and failures.
5. Assists in maintaining a variety of records and documentation, including network schematics and equipment and device inventories.

OTHER DUTIES

1. Attends a variety of meetings, training sessions, conferences and seminars as required.
2. Keeps abreast of advancements and emerging trends in information system and computing technologies and their capabilities.
3. Acts for the Network Administrator in that individual's absence.

QUALIFICATIONS

Knowledge of:

1. Network architectures and theory and principles of network design and integration, including topologies and protocols.
2. Principles, practices and methods of systems/network administration and maintenance, including configuration, performance tuning and diagnostic tools and network management tools and utilities.
3. Principles, methods and techniques for installation, configuration and operation of network systems, equipment and devices.
4. Programming theory and programming languages applicable to City platform/network operating systems.
5. Principles, practices and techniques of information systems management.
6. Operating system architecture, characteristics, capabilities, constraints and commands applicable to the City's information systems environment.
7. Standard PC software packages, including word processing, spreadsheets and database programs.
8. Principles and practices of sound business communication.

Ability to:

1. Install, configure and troubleshoot server hardware and software, network device and/or connectivity problems and make modifications and fixes to resolve problems.
2. Balance responsibilities for multiple projects and assignments to ensure timely, high-quality results.

3. Read, interpret, explain and apply technical information on business processes, software and hardware for technical and non-technical users.
4. Assess customer needs, set priorities and allocate resources to most effectively meet needs in a timely manner.
5. Develop and maintain effective client relationships with City managers and end users.
6. Communicate clearly and effectively to diverse audiences of technical and non-technical personnel, both orally and in writing.
7. Prepare clear, concise and accurate reports, correspondence and other technical written materials.
8. Exercise sound independent judgment within general policy guidelines.
9. Keep technical skills current to meet continuing work responsibilities.
10. Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.
11. Establish and maintain highly effective working relationships with City management, staff and others encountered in the course of work.

Education, Training and Experience:

A bachelor's degree in information systems, information technology or a closely related field. At least three years of progressively responsible experience in the design, development and administration of systems and network infrastructures in an information systems environment similar in size and complexity to that of the City.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

Certification as a Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional and/or Cisco Certified Network Associate is highly desirable.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard

business equipment; and reach with hands and arms. The employee is frequently required to stand and walk; bend, stoop, kneel and crawl; and lift up to 50 pounds.

Specific vision abilities required by this job include close vision, peripheral vision, depth perception, ability to distinguish basic colors and shades and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City management, staff and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet. Some assignments involve working near moving mechanical parts where there is risk of electrical shock.