

NETWORK ADMINISTRATOR

Position Code: 2720

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 357

Location: Technology & Innovation

Approval Date: 2019

General Statement of Duties

Performs professional level design, implementation and support for network systems and LAN/WAN architecture.

Distinguishing Features of the Class

An employee in this class performs a variety of specialized work in the design, implementation and support of the Town's network systems. Work involves monitoring, configuring and troubleshooting problems for all location throughout the network of the Town; supports digital and voice over internet protocol telephones and telephone equipment; support all wireless networks throughout the Town; support and maintain VPN and remote access and support Web applications. Work is performed general direction and is evaluated through periodic conferences, review of records and reports and effectiveness of the Town technology systems.

Duties and Responsibilities

Diagnoses, troubleshoots, and resolves network, hardware, and software problems to include, if necessary, arranging for outside vendor assistance.

Oversees network security to include maintaining equipment used to protect the network from outside penetration and maintaining a security policy to safeguard access to network data and resources.

Point of contact for Town fiber network and high speed internet.

Oversees the digital and voice over internet protocol telephone system.

Maintains records of network equipment, maintenance, and user-support contracts.

Oversees network equipment to include configuring new hardware and software and scheduling maintenance and repairs.

Participates in long and short range technology planning.

Attends classes, seminars, conference and reviews professional literature to enhance knowledge of trends and developments related to local area network systems.

Performs work during emergency/disaster situations including coordination of disaster recovery plans.

Performs other duties as assigned.

Recruitment and Selections Guidelines

Knowledge Skills and Abilities

Considerable knowledge of the operations, uses and capabilities of personal computer equipment.

Considerable knowledge of personal computer setup, configuration and support.

General knowledge of word processing, spreadsheet and presentation software.

Working knowledge of general office procedures, practices and equipment.

Ability to understand and follow written and oral instructions.

Ability to install and configure networking hardware and software.

Ability to establish and maintain effective working relationships with officials, department heads, employees, general public and vendors.

Physical Requirements

Must be able to perform the physical life functions of reaching, fingering, pushing, pulling, grasping, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently and/or constantly.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Bachelor's degree from an accredited college or university with major course work in computer science or related field and five to seven years experience in networking personal computers,

LAN network administration and three to five years experience in database administration; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License