

SACRAMENTO COUNTY OFFICE OF EDUCATION

CLASSIFICATION TITLE: Network Administrator

DEFINITION

Under general direction designs, supports, maintains, and evaluates computer networking and telecommunication systems; installs, configures, and maintains both physical and virtual computer servers; maintains employee e-mail, dial-up user accounts and card key access accounts; performs other related duties as assigned.

DIRECTLY RESPONSIBLE TO

Appropriate Administrator

SUPERVISION OVER

None; however, may lead, train, or participate in work team assignments.

DUTIES AND RESPONSIBILITIES (This position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in this classification.)

Network Administration/Server Support

Oversees the day-to-day operation of computer networks including hardware/software support, training, and special projects; plans, designs and implements data connectivity for local area network (LAN) and wide area network (WAN) systems; assists in coordinating special projects including network related wiring plans, LAN/WAN hardware/software purchases, and system installation, backup, maintenance and problem solving; assists in providing network and remote connectivity hardware/software support; maintains LAN user documentation including hardware/software applications, support logs and other related information; researches and recommends network and server hardware and software; assists in installing, designing, configuring, and maintaining system hardware and software; analyzes and troubleshoots the network logs and tracks the nature and resolution of problems; monitors usage to ensure security of data and access privileges; installs, supports and maintains both physical and virtual network servers and appliances; installs, maintains, and troubleshoots the Storage Area Network (SAN); establishes and maintains user accounts, profiles, file sharing, access privileges and security; performs daily server tape backups; researches, analyzes, monitors, troubleshoots and resolves server or data network problems; develops, maintains and implements network support, and archiving procedures; researches and evaluates new technologies related to computer networking; assists in planning, coordinating and consulting with vendors and clients for hardware/software purchases, product services and support; recommends and specifies the purchase of related products and services; keeps current regarding new hardware/software products for system enhancements; assists and provides support to the Technology Support/Trainers as necessary; assists the WAN Coordinator and Network Coordinators as requested including performing scheduled network tasks, updating anti-virus definition files, monitoring network servers, and providing internet and intranet user support, and specialized training.

E-mail/Internet/ Systems Support Establishes and maintains user e-mail accounts; provides e-mail training and software support; provides e-mail documentation and updates user manual as needed; manages anti-spam and anti-virus servers; researches and troubleshoots e-mail problems by reviewing mail logs, records, and network configurations; establishes and maintains user dial-up accounts; provides dial-up support including end-user setup, problem solving, and billing status tracking; establishes and maintains card key access accounts; provides solutions to customer identified problems.

Telecommunications Support

Plans, recommends and assists in the design of telecommunications systems; researches and recommends telecommunications equipment; coordinates the ordering and installation of telecommunications and data systems equipment and cabling; researches, analyzes, troubleshoots and resolves telecommunications related problems; develops and implements telecommunications operational procedures; creates and/or modifies voicemail boxes and call features; installs telecommunications equipment and provides support for handsets, voicemail and new/emerging telecommunications-related technology; inventories telecommunications equipment.

MINIMUM QUALIFICATIONS

Education

Any combination of education and training equivalent to possession of a bachelor's degree in computer science, information engineering or other related areas; such education should be at a level which demonstrates the ability to perform duties comparable to those listed herein. Possession of a Network Administration Certificate is preferred.

Training and Experience

Experience in all areas of local and wide area networks management and administration including system configuration, setup, troubleshooting, planning, designing, implementation, and user support; experience installing and supporting Microsoft server technologies; experience supporting telecommunications equipment.

Knowledge of:

Working knowledge of local and wide area networks (LAN/WAN), Internet, e-mail systems, telecommunications and data communications; standard operating systems, software packages, and software utilities; proper records maintenance and storage for local and distributed environments.

Skill and Ability to:

Plan, design, and maintain data networks and servers; provide technical support to users; administer day-to-day operation of networks and servers; implement LAN/WAN maintenance and management procedures; communicate effectively in both oral and written form; explain technical concepts in non-technical terms to clients and staff; read, interpret and apply technical data processing manuals and related documents; keep current by reading, interpreting, and applying information on technological changes and updates; prepare clear and concise written communications; research technical manuals and guides to respond to user questions; prioritize requests, organize, schedule, and coordinate a variety of activities and projects; ability to learn new software and hardware packages; adapt to changes in technology; work independently and as a team member; establish and maintain cooperative working relationships with all those contacted during the course of work.

Other Characteristics

Possession of a valid California driver's license; ability and willingness to travel on work assignments; willingness to work additional hours during the week and/or weekend, if required.

Revisions approved by Personnel Commission 11/12/08

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