

Sacramento County Office of Education Job Description

Classification Title: Network Administrator

DEFINITION

Under general direction, performs a variety of specialized duties in support of Sacramento County Office of Education (SCOE) Wide Area Network (WAN), Local Area Network (LAN), data center connectivity, related hardware, and telecommunication services; performs related duties as assigned.

DIRECTLY RESPONSIBLE TO

Appropriate Administrator

SUPERVISION OVER

None; may lead, train, and facilitate the work of other departmental staff.

DUTIES AND RESPONSIBILITIES

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification).

- Monitors performance, availability, and capacity of network systems including data and usage to optimize network performance, and responds to network-related problems and issues;
- Utilizes network monitoring systems to implement network tuning strategies;
- Assists with Wide Area Network (WAN) and Local Area Network (LAN) troubleshooting and maintenance;
- Supports the design, configuration, installation, and maintenance of: network infrastructure, wireless network, including the configuration of user accounts, access points, and related servers, and all network and telecommunications infrastructure and hardware, including switches, wireless, routers, firewalls, Voice-Over-IP (VOIP), video surveillance, building automation, security applications, and network-related software;
- Identifies and diagnoses issues, and repairs, replaces, and restores hardware and/or updates software using a variety of network test equipment;
- Tests and assesses network solutions to ensure that the output conforms to organizational needs;
- Performs upgrades, regular maintenance, and security patches of network-related software and equipment to ensure continuous operations;
- Performs minor repairs on network infrastructure and applications;
- Initiates work orders with external vendors and service providers;
- Develops and maintains documentation for network infrastructure, operating procedures, installation procedures, inventory, schematics, change order processes, and maintenance requirements;
- Works with cybersecurity staff to research and resolve network-related vulnerabilities and assists with the implementation and maintenance of security policies;
- Maintains current knowledge of industry best practices and makes recommendations to improvements in network infrastructure security, performance, capacity, and cost benefit;
- Assists in establishing and enforcing network system standards, protocols, and procedural controls;
- Collaborates with SCOE programs and various partners in developing strategies for network backup, including recovery and disaster recovery plans;
- Manages battery backup systems to ensure phone operability during power failures;
- Troubleshoots a range of network hardware and operations issues including but not limited to, connectivity and internet access and responds to work orders as appropriate;

- Provides technical support to SCOE staff, equipment users, vendors, and independent contractors to identify and resolve problems;
- Manages SCOE camera systems, access control systems, and data cabling to ensure seamless operation and security of network infrastructure;
- Provides network user support and training to SCOE staff and various partners as needed.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Any combination of education, training, and experience that demonstrates the ability to perform the duties and responsibilities as described; bachelor's degree and/or coursework in computer science, information systems, network administration, or other related fields preferred;
- Three years of progressively responsible technical experience, including networking, troubleshooting, and installing hardware and software required;
- Professional experience working in a networking position or a similar technical role;
- Technology certifications preferred (CompTIA Network+, CCNA, CCNP, ACMA, JNCIA etc.).

Knowledge of

- Network switch and router configurations;
- WAN and LAN technologies, protocols, and architecture;
- Installation, maintenance, and troubleshooting of network equipment and devices;
- Technical aspects of wireless networking and network security;
- Wiring standards and related specifications and protocols;
- Telecommunication and network terminology;
- Network monitoring software;
- Basic Unix/Linux and Windows operating systems and scripting;
- Standard software applications including videoconferencing platforms and peripheral equipment;
- Current industry trends and best practices related to networking infrastructure.

Skill and Ability to

- Quickly learn new technologies, operating systems, and software products;
- Diagnose, troubleshoot, and resolve difficult technical problems;
- Adapt to changes in technology;
- Set priorities and organize work to meet deadlines;
- Work independently with minimal direction;
- Communicate effectively in both oral and written forms with individuals from diverse backgrounds;
- Explain and train on technical concepts to a variety of audiences in non-technical and clear terms;
- Establish and maintain cooperative working relationships with clients and co-workers.

Other Characteristics

Willingness to travel as needed to conduct work assignments and to drive or arrange for alternative transportation for such travel. Driving will require compliance with all legal requirements, including a driver's license and insurance as appropriate.