

NETWORK ADMINISTRATOR

SUMMARY/PURPOSE

To ensure the stability of voice, data, video and wireless network services. This involves planning, designing, and developing local area networks (LANs) and wide area networks (WANs) across the organization, participating with the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links, analyzing and resolving network hardware and software problems in a timely and accurate fashion, and providing end user training as required.

DISTINGUISHING FEATURES OF THE CLASS

Employees at a Network Administrator level are distinguished from the Senior Network Administrator level by the amount of guidance and instruction needed to perform duties as assigned, and are not expected to function with the same amount of program knowledge, proficiency, or skill level. Positions at this level exercise less independent discretion and judgment in matters related to work procedures and methods.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Perform network design for near- and long-term network capacity needs.
2. Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.
3. Participate in the development, implementation and maintenance of policies, procedures, and associated training plans for network administration, usage, and disaster recovery.
4. Coordinate and conduct network project meetings and objectives.
5. Develop and test disaster recovery procedures to protect against catastrophic circumstances or other hardware failures in all network components.
6. Design and deploy LANs, WANs, and wireless networks, including firewalls, routers, switches, wireless access points, UPSs, and other network hardware.
7. Conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking industry.
8. Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.
9. Configure networks to ensure their smooth and reliable operation for fulfilling business objectives and processes.
10. Monitor and analyze network performance and troubleshoot problem areas as needed.
11. Ensure network connectivity of all servers, workstations, telephony equipment, IP faxing devices, and other network connected devices.
12. Manage all network hardware and equipment, including routers, switches, wireless controllers, firewalls and UPSs.
13. Recommend, schedule, and perform network improvements, upgrades, and repairs.
14. Provide network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
15. Monitor and test network performance and provide network performance statistics and reports.
16. Participate in managing all network security solutions.
17. Perform network security audits.
18. Assist users with questions and/or problems regarding available network resources.
19. Maintain up-to-date knowledge of the latest technology.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Graduation from an accredited technical school or college/university with a degree in the field of computer science, plus two years of progressively responsible, verifiable experience in technology system support, including at least one year of full-time experience in network design, implementation, and maintenance; or
 - B. Three years of full-time, verifiable experience in network design, implementation, and maintenance; or
 - C. A combination of verifiable education and experience equaling three years which demonstrates possession of the knowledge, skills, and abilities listed below.
2. Knowledge Requirements
 - A. Extensive hands-on technical knowledge of network systems, protocols, and standards such as TCP/IP, EIGRP, 802.11x, SIP, H.323, etc.
 - B. Strong knowledge of network management and analysis tools, preferably in SolarWinds.
 - C. Hardware, software, and network connection troubleshooting experience.
 - D. Working technical knowledge of current network hardware, preferably with CISCO.
 - E. Knowledge of firewalls, intrusion detection systems, and other network security measures preferably with CISCO and Palo Alto.
 - F. Proven experience with network capacity planning, network security principles, and general network management best practices.
 - G. Excellent knowledge of IP telephony systems, preferably with CISCO Call Manager, Unity and UCCX.
 - H. Competence with testing tools and procedures for voice and data circuits.
 - I. Knowledge of applicable data privacy practices laws and PCI compliancy requirements.
 - J. Good understanding of the organization's goals and objectives.
3. Skill Requirements
 - A. Skill at installing/configuring, switches, routers, bridges and other networking infrastructure.
 - B. Skill at working in a multi-site switched and routed environment.
 - C. Skill with LAN, WAN, and WLAN, design and implementation.
 - D. Skill with network capacity planning, network security principles, and general network management best practices.
 - E. Highly self-motivated and directed.
 - F. Keen attention to detail.
 - G. Skill at working in a team-oriented, collaborative environment.
4. Ability Requirements
 - A. Ability to conduct research into networking issues and products as required.
 - B. Ability to communicate both orally and in written form.
 - C. Ability to analyze and problem-solve.
 - D. Ability to effectively prioritize and execute tasks in a high-pressure environment.
 - E. Ability to present ideas in business-friendly and user-friendly language.
 - F. Ability to provide excellent customer service.
 - G. Ability to effectively communicate on a one-to-one basis and with groups to obtain or provide information related to user needs.
 - H. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
5. Physical Ability Requirements
 - A. Ability to be available for standby and/or callback.
 - B. Ability to sit for extended periods of time.

- C. Ability to gather, analyze, and organize information.
- D. Ability to read, analyze and interpret technical diagrams and written procedures.
- E. Ability to coordinate multiple tasks efficiently.
- F. Ability to occasionally stoop, crouch, recline, climb ladders and reach above shoulder height when installing equipment and inspecting cables in floors and ceilings.
- G. Ability to lift and transport moderately heavy objects weighing up to 50 pounds.
- H. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- I. Ability to attend work on a regular basis.
- J. Ability to transport oneself to and from City of Duluth facilities.

HR: LD	Union: Basic	EEOC: Professionals	CSB: 05/03/2016	Class No: 3215
WC: 8810	Pay: 137	EEOF: Admin/Finance	CC:	Resolution: