Office of Human Resources

IT Network Administrator II – CI2798

General Statement of Duties
Performs standard level professional information technology work installing and configuring wired and wireless network system hardware and software; maintains and repairs routine to complex problems with system hardware and software.

Distinguishing Characteristics
The Network Administrator II is distinguished from the Network Administrator I, which performs entry level professional information technology (IT) work installing and configuring wired and wireless network system hardware and software; assists with the maintenance and repair of routine problems with system hardware and software.

The Network Administrator II is also distinguished from the Network Engineer, which performs full performance professional information technology work planning and coordinating the installation and configuration of wired and wireless network system hardware and software; maintaining and repairing complex problems, typically related to system failures, with system hardware and software; and modifying operating system hardware and software to increase performance and meet technical design requirements.

Finally, the Network Administrator II is distinguished from the IT System Architect, which performs full performance information technology work in the planning, designing, developing, and monitoring of information systems utilized within an agency or throughout the city. Additionally, the IT System Architect possess knowledge, skills, and abilities in highly specialized areas (such as Windows, UNIX, Telecommunications, Data Network, Network Security and/or Storage Area Network), which provides strong support for the planning, designing, and developing functions performed by the position.

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review
Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose
Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.
Level of Supervision Exercised

None

Essential Duties

Performs routine to complex setup, installation, and configuration of the operating system (including hardware and software), new software releases, and upgrades.

Creates and manages user directories and files on the server platforms.

Monitors, tunes, diagnoses, and resolves routine to complex operating system and bandwidth problems.

Troubleshoots, maintains, and repairs routine to complex problems with hardware, operating systems, security, and data protection.

Performs backup and recovery operations and assists with capacity planning for a specific network system.

Assists with planning, configuring, installing, and maintaining video security and video conferencing systems.

Participates in implementing, monitoring, and maintaining network security including firewalls, web filtering, and traffic shaping.

Develops, tests, and implements routine to complex scripts to automate common functions or network operations.

Consults with users to identify existing system problems then evaluates and recommends various software and hardware solutions to meet user needs.

Participates in working with users to identify new business requirements then evaluates and recommends software and hardware solutions to meet user needs.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.
Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

**Knowledge & Skills**

Knowledge of data processing hardware, monitors, operating system software, application programming and system configuration sufficient to be able to perform the duties related to the work assignment.

Knowledge of current networking and computer trends and technology.

Knowledge of database function and design sufficient to be able to implement network databases.

Knowledge of network system hardware, network operating system software, data communications equipment and user-oriented application software packages sufficient to be able to troubleshoot and solve problems.

Knowledge of data processing sufficient to be able to review program specification, design programs, and write or modify code.

Knowledge of database structures and report writing methods and tools.

Knowledge of specifications, uses, and types of computer or computer related equipment.

Knowledge of electronic circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Knowledge of computer network, desktop, server, and mainframe operating systems and their applications.

**Education Requirement**

Bachelor’s Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

**Experience Requirement**

Two (2) years of professional Information Technology experience maintaining, implementing, and modifying network systems to include both hardware and software.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Handles absentee replacement on short notice.

Occasional pressure due to multiple calls and inquiries.

Pressure due to multiple calls and inquiries.

Subject to long, irregular hours.
Subject to many interruptions.
Subject to pressure for multiple calls, inquiries, and interruptions.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- **Agility**: bends, stretches, twists, or reaches out with the body, arms, or legs.
- **Balancing**: maintaining body equilibrium to prevent falling over.
- **Carrying**: transporting an object; usually by hand, arm, or shoulder.
- **Color vision**: ability to distinguish and identify different colors.
- **Crawling**: moving about on hands and knees or hands and feet.
- **Crouching**: bending body downward and forward by bending legs.
- **Depth Perception**: ability to judge distances and space relationships.
- **Eye/Hand/Foot Coordination**: performing work through the use of two or more.
- **Feeling**: perceiving attributes of objects by means of skin receptors.
- **Feeling**: perceiving attributes of objects by means of spoken word.
- **Field of Vision**: ability to adjust vision to bring objects into focus.
- **Field of Vision**: ability to see peripherally.
- **Fine Dexterity**: coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.
- **Fingering**: picking, pinching, or otherwise working with fingers.
- **Handling**: seizing, holding, grasping, or otherwise working the hand(s).
- **Hearing/Talking**: hear and determine direction of sound.
- **Hearing**: perceiving the nature of sound by the ear.
- **Kneeling**: bending legs to come to rest on one or both knees.
- **Lifting**: raising or lowering objects weighing no more than 10 pounds, from one level to another.
- **Mathematical reasoning**
- **Memorization**
- **Mental Demands**: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
- **Neck Flexion**: Moving neck upward/downward.
- **Oral Comprehension**
- **Pulling**: exerting force upon an object so that it is moving to the person
- **Pushing**: exerting force upon an object so that the object is moving away from the person.
- **Reaching**: extending the hand(s) and arm(s) in any direction.
- **Repetitive motions**: Making frequent movements with a part of the body.
- **Sitting**: remaining in the normal seated position.
- **Standing**: remaining one one’s feet in an upright position.
- **Stooping**: Bending the body by bending the spine at the waist.
- **Talking**: Expressing or exchanging ideas by means of spoken words
- **Vision Far acuity**: ability to see clearly at 20 feet or more.
- **Vision Near acuity**: ability to see clearly at 20 inches or less.
- **Vision**: To observe animal behavior, read signs, and reading colors.
- **Walking**: moving about on foot on uneven surfaces.
- **Walking**: moving about on foot.
- **Written Comprehension**.
### Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification
- By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

- Pay Grade: I-812
- FLSA Code: Y
- Management Level: 10
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date:
- Revised By:
- Class History: