General Statement of Duties

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.

Distinguishing Characteristics

The Network Administrator I is distinguished from the Network Administrator II, which 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.

The Network Administrator I is also distinguished from the Network Engineer, which performs full performance professional information technology work planning and coordinating the installation and configuration of 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 I 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

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received & Quality Review

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communication & Purpose

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised

None

Essential Duties

Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
Creates and manages user directories and files on the server platforms.

Monitors, diagnoses, and resolves common operating system problems.

Assists with the troubleshooting, maintenance, repair of hardware, and operating systems.

Assists with backup and recovery operations for a specific network system.

Assists with the evaluation and recommendation of various 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 efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

- 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 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 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**

None

**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**

Potential exposure to cold weather conditions (indoor/outdoor).
Potential exposure to dust.
Potential exposure to hazards from electrical/mechanical/power equipment.
Potential exposure to pesticides or fertilizers.
Potential exposure to risk of blood-borne diseases.
Potential exposure to temperature changes: variations in temperature from hot to cold.
Potential exposure to unpleasant elements (accidents, injuries, and illnesses).
Handles absentee replacement on short notice.
Noise: sufficient noise to cause distraction.
Occasional pressure due to multiple calls and inquiries.
Personal Safety: aware of surroundings, people, and events.
Pressure due to multiple calls and inquiries.
Subject to electrical and radiant energy hazards.
Subject to injury from moving parts or equipment.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to pressure for multiple calls, inquiries, and interruptions.
Works in confined, uncomfortable or awkward locations.

**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.):

Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hands.
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Color vision: ability to distinguish and identify different colors.
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.
Accommodation: ability to adjust vision to bring object into focus.
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
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check
Education Check
By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

Pay Grade: I-622
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: