

Network Administrator

Dept: Information Technology

FLSA Status: Exempt

General Definition of Work

Performs difficult skilled technical work maintaining the data and voice network, server systems and security infrastructure, and related work as apparent or assigned. Work is performed under the limited supervision of the Infrastructure Services Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Manages, sets up, installs, updates and maintains network infrastructure ensuring network is secure and equipment is sound.
- Manages and monitors county servers including critical and non-critical applications.
- Manages county email communications systems.
- Assists with the activities of the helpdesk staff.
- Assists with the monitoring of system data.
- Assists with controlling access by issuing user IDs, passwords and security groups.
- Works in coordination with other departments to ensure system needs are being met.
- Maintains data integrity, backups and infrastructure security.
- Assists with computer setup, maintenance and replacement.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of all phases of systems analysis; thorough knowledge of application help systems; thorough knowledge of software, hardware and database installation best practices, policies and procedures; thorough knowledge of the functions and operation of county departments; general knowledge of county ordinances and state and federal laws, rules and regulations related to system installation and maintenance; thorough skill creating reports in various computer languages; thorough skill operating standard office equipment, hardware and software; ability to determine department and county-wide information system needs and to formulate effective programming to meet those needs; ability to make arithmetic computations using whole number, fractions and decimals; ability to compute rates, ratios and percentages; ability to communicate openly and explain complex technology issues to users; ability to learn or display knowledge of various operating systems; ability to organize work and prioritize tasks; ability to understand and apply governmental accounting policies in maintenance of financial records; ability to communicate ideas effectively both orally and in writing; ability to establish and maintain effective working relationships with county officials and associates.

Education and Experience

Graduation from an accredited four-year college or university with a degree in computer science or a related field with three years experience working with Windows Server, Linux, VMWare, NetApp SAN, TCP/IP, OSPF, Comware/Cisco, Microsoft Active Directory, Microsoft SQL Server, Microsoft Exchange and Palo Alto firewall, or an equivalent combination of education and experience.

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Physical Requirements

This work requires the frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions, frequently requires lifting and occasionally requires standing, walking, stooping, kneeling, crouching or crawling and pushing or pulling; work requires close vision, ability to adjust focus, depth perception and color perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date