

CITY OF ISSAQUAH
CLASSIFICATION DESCRIPTION

NETWORK ADMINISTRATOR

SUMMARY:

A position in this class is responsible for analyzing, troubleshooting and programming computer applications and systems for City users, providing network, server and PC support. Duties include troubleshooting of PC problems, application issues and server problems as well as installing updates and administration of servers, including adds, updates and changes to user accounts. An incumbent interfaces with third party support and vendors and attends various meetings related to computer technology. These positions maintain City computers, run all horizontal applications and each department's vertical applications. The incumbent assists in researching, proposing and implementing new technologies and provides training, as needed.

SCOPE:

Reports to: Information Systems Manager

Independently performs a broad range of technical, computer-related tasks under general supervision. Exercises independent judgement and decision making in the diagnosis and resolution of computer hardware and software problems. This position requires good communications skills and the ability to work with users diplomatically and skillfully.

WORK ENVIRONMENT:

Work is performed primarily indoors with some travel to work stations, requiring skill in the operation computers and peripheral devices.

ESSENTIAL FUNCTIONS:

- Analyzes needs of users, formulates and implements solutions; determines whether software exists to meet user needs.
- Provide network performance monitoring, reporting, and evaluation.
- Evaluate new inter-networking hardware and software.
- Participate in the development of network standards and operational procedures.
- Assists in evaluating new hardware and software; advises users on hardware and software alternatives; recommends standards for selection of software.
- Apply techniques to protect City of Issaquah data through physical security, anti-virus methods and data backup and recover.
- Diagnoses and repairs or oversees the repair of hardware failures; maintains inventory of equipment and parts; maintains maintenance contracts.
- Provide ongoing maintenance of existing network systems.
- Responds to user requests for service; troubleshoots problems and develops solutions; makes minor repairs to equipment and arranges for other servicing needs.
- Apply troubleshooting skills to problems at the LAN level as reported by users.
- Protects the integrity of integrated systems data; provides network support monitoring user ports and editing when necessary.

OTHER JOB DUTIES:

- Trains users on the telephone or in-person; keeps current on diversity of equipment and software in use.
- Advises supervisor on staffing needs, equipment requirements and problem areas and makes recommendations for solution of problems.

QUALIFICATIONS:

Education and Training:

Associate's degree (or equivalent) in computer science or related field and three years experience in personal computers and local and wide area network systems analysis; or any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

Licensing and Certification:

Valid Washington State Driver's License.

SQL7 Microsoft Certified Professional (MCP) highly desirable

Microsoft Certified Systems Engineer (MCSE) desirable

Knowledge, Skills, and Abilities:

- Thorough knowledge of personal computer hardware and software, local and wide area networks systems.
- Knowledge of new developments related to personal computers and networks.
- Knowledge of a wide variety of application programs.
- Ability to identify and diagnose problems related to computer hardware and software and to find effective solutions.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with other employees, vendors, contractors and the general public.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

ORIGINATION DATE: January 1998

REVISED January 2000 (title change)

July 2000 (Essential job functions updated)

March 2003 (Reports to: revised to Info Systems Mgr))

EEO CATEGORY Professional

STATUS Exempt

CLASS CODE 17423