

SENIOR NETWORK SERVICES ADMINISTRATOR
Salary Range: 16 (Management Salary Schedule)

DEFINITION

Under general direction, performs a wide variety of professional and technical duties related to the design, implementation, configuration, administration, monitoring, and support of the information technology infrastructure including the wide area, local area, and storage area networks, physical and virtual server systems, the virtual desktop infrastructure, disk storage systems, backup and disaster recovery systems, security systems, Windows server infrastructure services, and infrastructure management software; implements enterprise and business applications for departments and provides technical support, training, and documentation to City users and IT staff as needed; serves as the primary interface between users and vendors regarding technical issues; automates tasks and routines whenever possible through advanced scripting techniques and policy management; plans, schedules, assigns, and reviews the work of assigned technical support staff; supports the technical infrastructure procurement process and manages the portion of the Information Technology Division budget for the technology infrastructure including equipment replacement and maintenance contract renewals; provides direct administrative and technical support to the division manager; acts as IT Manager in his/her absence; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory-level class with responsibility for administering network, server, and disk storage systems, providing tier II/III technical support to users, supervising technical support staff within the Information Technology Division, and managing the budget for the technical infrastructure. This class is distinguished from the Information Technology Manager in that the latter has overall responsibility for the design, implementation, maintenance and administration of information technology systems, and is responsible for planning and coordinating the activities of the Information Technology Division.

SUPERVISION EXERCISED AND RECEIVED

The incumbent receives general direction from the Information Technology Manager, and exercises general and direct supervision over assigned staff.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Provides lead supervision to assigned staff including assigning, directing, and evaluating work.
- Manages and administers the virtual desktop infrastructure.
- Defines, designs, and implements LAN/WAN connectivity solutions to meet departmental and citywide business needs; performs LAN/WAN throughput analysis.
- Automates processes using advanced scripting techniques.
- Performs systems software installation, debugging, testing, and maintenance.
- Implements departmental database applications and configures appropriate computing platform.

- Configures, troubleshoots, and performs maintenance on server and disk storage systems, routers, switches, and related equipment.
- Evaluates and recommends vendor hardware and software products for purchase; coordinates problem resolution with outside vendors including outside consultants; tracks and documents software product licensing agreements; manages maintenance contracts.
- Manages internal technology infrastructure projects, provides cost estimates, tracks project progress, prepares and presents project status reports.
- Manages users and groups, e-mail accounts, logon scripts, group policies, and access permissions.
- Monitors server logs and performance data, and configures servers and networks to maximize performance.
- Provides technical support, leadership, and training for IT staff and other users.
- Ensures security of network devices, servers, and workstations.
- Assists in establishing standards for the use of network system resources.
- Prepares clear and concise program documentation, user procedures, and instructions.
- Assists City users in implementing new or modified programs and applications.
- Documents new and existing systems and coordinates system development activities with others.
- Troubleshoots issues with existing or developed systems; works with the appropriate resources to resolve them.
- Prepares and/or develops comprehensive written reports; maintains complete files, records, and documentation of work performed.
- Serves as a liaison with other divisions, departments, or program representatives.
- Responds to IT related inquiries from outside agencies regarding City activities.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, rules and regulations.
- Attends meetings and may serve on various committees or boards relative to division activities.
- Assists with the development and administration of the IT infrastructure budget and other administrative tasks.
- May coordinate programs which cross division or department lines.
- Administers server and network monitoring and response system.
- Administers voicemail system including auto-attendants and holiday and furlough greeting schedules.
- Acts as IT Manager in his/her absence.
- Performs related or other duties as assigned

EMPLOYMENT STANDARDS

Knowledge of:

- Principals and current trends in information technology design and implementation.
- Microsoft Server Operating Systems, Cisco Network Operating Systems, and HP Procurve.
- Network Operating Systems; network routing and switching protocols; and virtual private networking systems.

- Administrative principles and methods, including goal setting, program and budget development, implementation and control, personnel management, and supervision.
- Storage Area Networks, Network Attached Storage, and network file systems; Microsoft Active Directory.
- Infrastructure services including Domain Authentication, DNS, WINS, DHCP, SNMP, Distributed File System, VSS, and KMS.
- Web servers and traffic analysis; FTP servers; and Microsoft Exchange servers and SPAM firewalls.
- Enterprise antivirus solutions and enterprise backup and disaster recovery solutions.
- Internet monitoring, filtering and reporting.
- Microsoft SQL database servers, and File, Print, and Application servers; Microsoft database applications and MS Office.
- Help desk system management and technical support techniques.
- Current computer industry technology, practices and trends, including system development and administration.
- Principles and practices of project management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Applicable federal, state and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Occupational hazards and standard safety practices necessary in the area of computer operations
- Modern office practices, methods, and equipment, including personal computer hardware and software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

Ability to:

- Install and perform routine maintenance on various computer and network equipment.
- Automate network drive mappings, printer installation, time synchronization, application installation, user creation, and file management using logon scripts and utilities.
- Troubleshoot complex technical problems; develop and implement complex technical solutions on multiple hardware and software platforms.
- Communicate effectively and explain software usage to computer users of all skill levels.
- Respond appropriately, effectively, and promptly to the needs of internal and external customers using principles of good customer service.
- Train and instruct others in work procedures.
- Utilize discretion in the handling and disclosure of confidential information.
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure deadlines are met.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Exercise sound independent judgment within established guidelines.

- Assist in the development and implementation of goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review and evaluate the work of assigned staff to most effectively meet the needs of the City
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures
- Participate in the preparation and administration of assigned budgets.
- Analyze, interpret, apply and enforce federal, state and local policies, procedures, laws and regulations.
- Understand, interpret, and successfully communicate both orally and in writing pertinent department policies and procedures.
- Utilize discretion in the handling and disclosure of confidential information.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Learn the functions of various City departments and divisions.
- Organize, prioritize work, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Establish maintain, and foster effective working relationships with those contacted in the course of work.
- Work weekends, evening or standby, as required.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties.

Minimum Qualifications:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Bachelor's degree from an accredited college or university in computer science, information technology, management information services or a closely related field and six (6) years of increasingly responsible network and server systems management experience in an IT environment consisting of multiple platforms, large-scale applications with multiple operating systems including at least two (2) years of supervisory or project management experience. Additional experience may substitute for the education on a year for year basis.

Microsoft Certified Systems Administrator (MCSA), VMWare Certified Professional (VCP) certifications are highly desirable.

GENERAL QUALIFICATIONS

License Requirements:

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements:

The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 50 pounds; may move heavy and/or awkward objects to gain access to computer networks.

Working Conditions:

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments.

Adopted: June, 2017

FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.