

NETWORK SERVICES ADMINISTRATOR

Salary Range: 14 (Management Salary Schedule)

DEFINITION

Under general direction, assists with the implementation, administration, monitoring and support of information technology systems including the wide area and local area network infrastructure, physical and virtual server and desktop systems, and disk storage systems. Performs advanced desktop computer configuration and support; serves as primary interface between users and vendors regarding technical issues; provides direct administrative and technical support to the division manager; supports technical infrastructure procurement process; plans, schedules, assigns and reviews the work of assigned technical support staff in the Information Technology Division of the Department of Finance; performs highly responsible, professional, and complex technical work; manages the portion of the Information Technology Division budget for end-user hardware, peripherals, and desktop software applications; 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 2 technical support to users, supervising technical support staff within the Information Technology Division, and managing the budget for end-user hardware, peripherals, and desktop software applications. 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:

- Participates in the development and implementation of goals, objectives, policies, and priorities; recommends and implements resulting policies and procedures.
- Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
- Provides budget recommendations to division manager; assists in budget preparation and administration; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures in assigned areas of responsibility; recommends adjustments as necessary.
- Assists the division manager in the oversight and management of specific division programs.

- Directs, coordinates, and reviews the work plan; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods, and procedures of assigned staff in the Information Technology work unit.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action; assists in selection and promotion.
- Provides level 2 technical support of the City's technology infrastructure.
- Manages budget related to end-user hardware, peripherals, and desktop software applications.
- Participates with planning and coordination of the technology infrastructure procurement process; evaluates and recommends various hardware and software products for purchase; works with outside vendors and consultants.
- Assists with the development, implementation and management of backup and disaster recovery plan.
- Administration of Active Directory objects including users, groups, email accounts, logon scripts, group policies and permissions.
- Manage computer images to insure effective and efficient deployment to servers, laptops, mobile and desktop computers during migrations, rollouts, and in the event of disaster recovery.
- Maintain an inventory of desktops, laptops, mobile computers, copiers, printers, faxes, analog lines, and cellular devices.
- Manage contracts and negotiate with vendors for services including copiers, printers and fax machines.
- Administration of various systems such as security patch deployment and anti-virus, to allow safe and secure access to email, Internet, and desktop computers.
- Monitors security and performance tools to insure uninterrupted service of systems throughout the City.
- Assists with configuration, troubleshooting and maintenance of server and disk storage systems, physical and virtual systems, and network equipment.
- Serves as primary liaison between the City and network, server, and desktop system vendors; serves as primary point of contact for City staff for related projects.
- Assists with the installation of new and existing software and hardware; provides for training of staff.
- Prepares and maintains software and hardware procedures and documentation.
- Supports conversion activities.
- Troubleshoots issues with existing or developed applications; works with the appropriate resources to resolve them.
- Prepares staff studies and recommendations as directed; provides general technical assistance to division manager.
- Prepares and/or develops comprehensive written reports; maintains complete files, records and documentation of work performed.
- Serves as liaison with other divisions, departments or program representatives; responds to inquiries from outside agencies regarding City activities.

- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations and rules.
- Attends meetings and may serve on various committees or boards relative to division activities.
- Performs related or other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures
- Administrative principles and methods, including goal setting, program and budget development, implementation and control, personnel management and supervision
- Operational characteristics, services, and activities of an information technology program
- Microsoft Active Directory administration
- Computer hardware, software, major operating systems and data communications
- Principles and procedures of public safety environment application support
- Network and personal computer operations, terminals, printers, modems, and communications equipment; networks and network operating systems; network topologies and software
- Current computer industry technology, practices and trends, including system development and administration
- Principles and practices of systems analysis, programming, and technology infrastructure planning and development
- Principles and practices of project management
- 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
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone

Ability to:

- 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

- Install and perform routine maintenance on technical infrastructure
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures
- Participate in the preparation and administration of assigned budgets
- Analyze, design, program, install and maintain highly technical and complex systems
- Respond appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service
- 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 and 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
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in MIS, business, management, or a closely related field, and six (6) years of experience with increasing responsibilities in performing technical support activities including one year of experience supervising technical staff preferably in a public agency. Additional experience may substitute for the education on a year for year basis.

A Microsoft Certified Systems Administrator (MCSA) or equivalent is 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.

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.