

Yellowstone County

Class Specification

Class Title	IT Network Administrator
Class Code Number	1105
Grade	J
FLSA	Exempt
EEO Function	Financial Administration (1)
EEO Category	Technicians (3)
Date	September 2006

Job Summary

Responsible for the overall administration of the Yellowstone County's Local Area Network and Wide Area Network operations, standards, and procedures to ensure successful network service delivery and serves as a resource to management long-range plans for implementation of network technologies; does related duties as required.

Distinguishing Class Features

Provides technical expertise for installing, integrating, and maintaining network hardware, software, security/connectivity with internal and external network services, software products; maintaining performance parameters; optimizing network configuration, resource utilization; and resolving complex operational problems.

Essential Job Duties and Responsibilities

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions, which may be found in positions of this class.)

- ❑ Designs and tests local and wide area data communications networks to meet needs of Yellowstone County;
- ❑ Prepares specifications and plans for implementation of new or enhanced networks;
- ❑ Provides technical guidance and consultation in the design, installation; configuration, and monitoring of network hardware, software, services, and network communications to other computing environments;
- ❑ Resolves user and system problems; monitors and evaluates network utilization and performance; oversees modifications to enhance network operating efficiency and ensure operating problems are resolved;
- ❑ Designs, configures, LAN/WAN and coordinates configuration/maintenance of network hardware, software, upgrades and connections;
- ❑ Plans network security and sets up firewalls;
- ❑ Develops goals, plans and specifications for the implementation and operation of the County's computer information systems;
- ❑ Develops technical specifications for new computer information system hardware and software in compliance with Yellowstone County's IT Department;
- ❑ Maintains knowledge of new and emerging information system technologies through research of industry journals, Internet resources and reference texts; Participates with the Information Technology Director in the development of the Information technology Department budget;
- ❑ Serves as network manager for the County's LAN/WAN, including intergovernmental networks and dial-in access.

Required Knowledge and Abilities

Knowledge and understanding of:

- ☐ The administration and technical operations of a network systems;
- ☐ Configuration and maintenance of server systems;
- ☐ Unix administration;
- ☐ Windows client and server administration;
- ☐ Current and potential County network topologies, protocols and LAN/WAN media, including Ethernet, Token Ring, common TCP/IP network services, dial-in and dial-out, and other non-IP services;
- ☐ Remote access including VPN and dial services;
- ☐ Routing protocols;
- ☐ Technical support activities;
- ☐ Safety rules, policies and procedures.

Skill to:

- ☐ Communicate effectively including the ability to explain difficult concepts to non-technical people. Strong analytical ability is required;
- ☐ Strong organizational and self-motivation skills and a proven concern for detail and accuracy.

Ability to:

- ☐ Design, develop, and control the overall operational aspect of a network system in relation to information requirements;
- ☐ Analyze and maximize technical and operational performance characteristics based upon specified guidelines;
- ☐ Ability to mentor and enhance the skill level and knowledge of IT Computer Support Specialists;
- ☐ Communicate well with others both orally and in writing, using both technical and non-technical language;
- ☐ Establish and maintain effective working relationships with the Information Technology Director, department heads and elected officials, IT departmental staff, third-party hardware and software providers, and the general public.

Reporting Relationships

Reporting Relationships:

The IT Network Administrator may supervise other positions responsible for network maintenance or act in the capacity of lead worker directing work. The IT Network Administrator reports to the Information Technology Director regarding technical protocols.

Decision-making Authority:

Decisions include approval of documentation, standards, and procedures for network and security software products; establishment of schedules for network enhancement and maintenance; procedures for backup and recovery and software support requirements; determining overall security procedures; approval of application designs; and the required physical file structures for databases.

Decisions referred include final approval of recommended changes to policy issues affecting information services or Yellowstone County network and users, and new product acquisitions.

Challenges and Problems:

Challenged to make determinations on network software selection and implementation. This is difficult because the network software must be integrated with the operating system and internal and external security. The incumbent is further challenged to identify methods to improve on the effectiveness, reliability and quality of services. Typical problems include diagnosis and troubleshooting technical problems, prioritizing work, and resolving issues for new development

and application enhancement. The network is required to be up at all times, making maintenance and testing of system configurations difficult. The system is unusable to end users during this time.

Minimum Qualifications

Education/Experience/Training:

- Graduation from a college or university of recognized standing with a Bachelor's Degree in Computer Science, or closely related field; **and**
- Three (3) years' experience in computer network administration, information systems development and operation; including UNIX and Novell Netware environments; **or**
- Any equivalent combination of experience and training totaling seven (7) years.

Required:

- Must pass a criminal and driving background check and meet any County-specific employment eligibility standards.

Certifications:

- Valid driver's license issued by the State of Montana.

Essential Physical Abilities

Essential Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is regularly required to sit and use hands to fingers to operate computer;
- Frequently is required to reach with hands and arms;
- Must occasionally lift and/or move up to 50 pounds while transporting files and computer hardware;
- While performing the duties of this job, the employee is frequently required to crawl, stand, kneel, stoop, crouch, and use hands to handle, or feel while installing computer hardware;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, operate a motor vehicle and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Personal mobility that permits the employee to serve the general public, County departments and access files and other materials in the office;
- Personal mobility that permits the employee to enter, operate and exit motor vehicles.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work environment is an office environment and working with computers throughout the County system;
- The noise level in the work environment is usually moderate;
- The position may be subject to on-call or after hours work to resolve or assist with resolving network problems.

Accepted - Board of County Commissioners

Date Stamp
October 25, 2006

Amended to include background check requirement: