

SENIOR NETWORK ADMINISTRATOR

DEFINITION

The Senior Network Administrator performs advanced analysis, design, implementation, and network management duties for complex network configurations; acquires and customizes electronic equipment and software as necessary to implement networks and support use of information technology; assumes responsibility for ongoing support of existing networks; coordinates projects; and performs related duties as required.

CLASS CHARACTERISTICS

There are varying levels of complexity connected with the work in this series. Complexity levels relate to the tasks (the work being done) and are based on the factors that influence those particular tasks. These factors include the size, scope and criticality of the environment, the diversity of systems, degree of independence, available guidelines, etc.

This is the advanced-level class in the Information Technology Specialist (ITS) series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, knowledge, experience, and complexity. Positions in this class are often assigned responsibility for project coordination. Positions in this class will specialize in complex areas of technology and their integrations with other systems and/or services.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel and may receive functional and technical supervision from assigned professional personnel.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

- Provides customer service
- Researches complex network technology products and services, prepares procurement specifications, and evaluates vendor proposals.
- Performs network technology design and capacity planning.
- Plans and schedules installations considering timing, version compatibility and other factors. Installations typically involve products new to the industry or significant changes, such as overall system hardware upgrades or those that require creative network tuning.
- Analyzes network performance and addresses performance problems. Evaluates costs, specifications, and organizational policies to recommend system performance tuning.
- Performs administration of network technology products and services including establishment of proper access control functions.

- Performs diagnosis and resolution of network technology products and services problems.
- Performs necessary support activities outside scheduled work hours as needed to minimize computer systems, outages during critical periods.
- Shares on-call duties with other staff members and responds in a timely manner 24 hours per day when problems arise.
- Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery.
- Establish service level agreements or memorandum of understanding with users.
- Coordinates large important projects.
- Facilitate group processes including meeting electronic or verbal communications.
- Maintains and improves technical knowledge and customer support skills.
- Tracks network technology trends and recommends future directions and standards.
- Shares knowledge and information with management, customers, and co-workers via written and verbal reports, presentations, training, and informal communication.
- May schedule, assign, coordinate, monitor, and review the work of assigned staff.

MINIMUM QUALIFICATIONS

Knowledge of

- Customer service practices.
- Structure and capabilities of networks, network protocols, firewalls, and other miscellaneous network security systems.
- Purposes and internal functioning of computer and network equipment and software components.
- Data collection techniques, feasibility study methods and cost/benefit analysis procedures.
- Network performance monitoring and tuning techniques.
- Resolving advanced network technology configuration conflicts.
- Researching, integrating and administering network support tools.
- Network access control and security functions.
- Network monitoring and performance management.
- Data communications and distributed computing concepts.
- Data integrity and access control considerations.
- Data storage concepts and management.
- Change control and quality assurance processes.
- Principles of project management.
- Technology purchasing procedures.
- Techniques for facilitating group processes including meetings and electronic collaboration.
- Principles of functional and technical supervision.

Ability to

- Develop and maintain effective working relationships with customers, co-workers, managers, vendors, and suppliers.
- Participate harmoniously on teams formed to accomplish projects and provide ongoing support.
- Convey technical information simply and clearly, both in speech and in writing.
- Develop technical processes and procedures
- Quickly understand complex network technical matters and apply technical knowledge in the development of general solutions.
- Acquire new network skills and continually update existing skills.
- Maintain awareness of current technology and future technological trends.
- Coordinate a workload that includes multiple assigned tasks.
- Use common personal software products including email, word processing, and spreadsheets.
- Develop command language scripts and small programs to automate and customize system processes.
- Diagnose and resolve complex technical problems.
- Plan and coordinate large, complex projects.
- Plan, coordinate, and document information technology architectures.

EXPERIENCE AND TRAINING

Training

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science or a related field.

Experience

- Four years of increasingly responsible system network analyst experience.
- An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Special Requirements

- If required to drive, must be in possession of a valid driver's license at time of application, and a valid Oregon Driver's license by the time of appointment.
- Security Clearance - These positions require a criminal background investigation and, as a condition of employment, security clearance to have and be able to maintain access to the Area Information Records System (AIRS) and/or the Law Enforcement Data Systems (LEDS).