

NETWORK ADMINISTRATOR

DEFINITION

Under general supervision, designs, analyzes, configures, and manages the Santa Clara County Housing Authority's (Agency) physical and virtual network and server infrastructure; implements upgrades for mission critical systems; consults with users, gathers data, analyzes and evaluates system requirements, and modifies systems; performs other related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Infrastructure Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level professional class responsible for designing, implementing, and managing the Agency's network and server infrastructure. Responsibilities require the use of tact, discretion, and independent judgment and to have full and thorough knowledge of the concepts, practices, procedures, and policies of the assigned function. Work is typically reviewed upon completion for technical soundness, appropriateness, and conformity to policy and requirements and the methodology used in arriving at the end results are not reviewed in detail. This classification is distinguished from the Business Analyst in that the latter is a professional level class responsible for performing application, database, and business system design, control, and administration.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Designs, analyzes, implements, and manages Agency-wide physical and virtual network and server infrastructure and data storage systems to accommodate Agency needs and comply with information technology policies, regulations, and guidelines; ensures the functionality and operational stability of network and server infrastructure and systems.
- Installs, configures, maintains, troubleshoots, and monitors network infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices ensuring effective performance and proper integration of components and systems with existing architecture.
- Monitors and analyzes network and server performance; reviews system event/audit logs; detects problems and identifies inefficient use of resources; conducts root cause analysis and recommends solutions; conducts capacity planning.
- Assesses business process technologies and architecture at system and component levels to determine possible risks and exposures to security models; documents network and server infrastructure security assessments and reviews.
- Designs, configures, and implements disaster recovery and backup solutions and procedures.
- Monitors and maintains security control of Agency network and server infrastructure; configures and monitors security features and firewall rules; verifies and ensures proper user accessibility; identifies and addresses vulnerabilities; researches, recommends, and applies security updates as needed.
- Interviews, analyzes, and documents end user work processes and infrastructure and system requirements as required for projects; conducts technical reviews; develops or refines specifications; designs, recommends, implements, and evaluates upgrades, expansions, and solutions.
- Works on and is responsible for network and server infrastructure and system research, development, installation, upgrade, and maintenance projects, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out; defines project requirements, methods, and end objectives in consultation with end users; estimates and tracks project budget; coordinates project activities with other information technology staff, user representatives, and outside vendors.
- Develops and recommends comprehensive standards, policies, and procedures pertaining to network and server operations and security.
- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs on the use and operation of the applications and advises on best practices.
- Develops and leads network and server infrastructure projects. Coordinates with cross-functional teams and stakeholders to ensure successful and on-time project delivery.

- Performs technical help desk support including handling customer inquiries and complaints and resolving requests by remote session, telephone or email.
- Stays abreast of new trends and innovations in technology related to network and server operations; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in network engineering, management information systems, computer science, or a related field and three (3) years of progressively responsible experience in supporting and implementing network, server and/or other information technology infrastructure systems.

Licenses and Certifications:

None.

Knowledge of:

- Network and server infrastructure, storage, and security design, analysis, installation, and management methods and techniques.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Applicable federal, state and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Perform specialized and technical support functions in the design, analysis, implementation, and management of network and server infrastructure, storage, and security.
- Perform analyses of network and server requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient network and server system utilization.
- Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Understand, interpret, and explain network, server, and hardware and software application solutions to users; research technical materials to provide solutions to problems.
- Participate in design sessions and process improvement sessions to identify business and user needs and discuss network and server capabilities and modifications needed for improvement.
- Develop and maintain technical operating instructions and documentation.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Establish and maintain a variety of filing, recording keeping and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.