

POSITION DESCRIPTION		AGENCY/DEPT ID DAS101370
DIVISION OR INSTITUTION Administrative Support Division	UNIT OR OFFICE Information Technology Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005483 JOB TITLE Network Administrator 1 JOB CODE 67131	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005482 Network Administrator Supervisor	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input type="checkbox"/> Classified <input type="checkbox"/> Unclassified	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit <u>14</u> Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: TO:			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	65	Under direction from Department of Administrative Services (DAS) Information Technology Services Administrative Staff: monitor & maintain local area &/or wide area computer network (e.g., run network diagnostics, manage network file & print server functions, create & maintain user connectivity; create user accounts based on established protocols & user private directory based established protocols & user private directory based on adopted standards; troubleshoot network problems; track/monitor software metering; coordinate network & application software upgrades & monitor licenses; provide limited software support; assign user to established security groups); creates & maintains user environments (e.g., develops standard desktop operating systems; configures desktop images; writes logon scripts to configure desktops, install software, map drives, log inventory & software; analyzes user needs); reviews existing functions; determines feasibility & requirements; evaluates software/hardware products; determines hardware configurations, peripheral equipment, modem communications, memory storage, & network topology; recommends options for implementation including cost/benefit; writes system documentation; assists with installation & testing of computer systems; installs network & workstation hardware (e.g., network cards, processors, monitors, cabling, transceivers, & modems); tests, installs, configures & maintains network, application & workstation software; maintains physical links; administers client server, multi-media & network management technologies; designs, implements & maintains naming conventions; determines methods for disaster recovery to maintain data integrity; implements & maintains remote LAN nodes; creates & maintains network maps; establishes network directory structures; maintains printer queues & print servers; backs up network files; & retrieves user files using established procedures.	Knowledge of (1) agency policies & procedures * (e.g., MIS, ITS, & Telecommunications); (2) electronic data processing systems (e.g., microcomputers; PC & server platforms; (3) Local Area Networks (e.g., current Windows operating systems); (4) desktop applications (e.g., PowerPoint*, Access); (5) email applications (e.g. Outlook Exchange); (6) web browser (e.g., Internet Explorer, Netscape). Skill in (7) operation of personal computer and related software (e.g., Microsoft Word, Excel); (8) installation & maintenance of desktop support tools (e.g., virus protection, image loads, recovery capabilities); (9) installation of desktop hardware (e.g., personal computer, monitor, keyboard, CD-rom, diskette reader); (10) server support (e.g., software distribution, virus protection, recovery software). Ability to (11) define problems, (12) collect data, (13) establish facts & draw valid conclusions; (14) convert abstract concepts & requirements into automated technology; (15) document tasks performed; (16) cooperate with co-workers on group projects; (17) exhibit customer service skills. * developed after employment	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE
				11/24/09

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	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	25	Acts as secondary support for administration of the DAS firewall; monitoring network traffic; identification of network bottlenecks; establishing virtual LANs as required; administration of IP ranges and IP addressing; administration of Dynamic Host Configuration Protocol (DHCP) Windows Internet Naming Service (WINS) servers & services; subnet administration; WAN & router representative to Office of Information Technology (OIT) & other external offices; designing, implementing & maintaining security features.	Knowledge of 1*, 2, 3, 4, 5, 6. Skill in 7, 8, 9, 10. Ability to 11, 12, 13, 14, 15, 16, 17.	
	10	Responds to requests for technical & non-technical computer assistance from peers & clients; troubleshoots software, network, server & workstation issues; assists in use of software applications; assists in resolving software or hardware problems; troubleshoots user station problems & local area network issues; diagnoses common network hardware problems (e.g., cabling; hubs; workstation equipment failures); analyzes network problems (e.g., ongoing software issues; evaluates hardware/software implementation; reviews hardware/software implementation requirements); documents & communicates problem resolutions with other network administrators & computer personnel involved in maintaining network; installs upgrades, patches, & new software to desktop & server equipment; provides technical assistance to lower-level technical staff for troubleshooting of network, workstations & other devices to resolve complex or recurrent problems; performs other technical & analytical duties as required; attends seminars &/or classes to remain current in knowledge of hardware & software technology; creates procedures & standards as part of the IT Services team; coordinates hardware & software installation with other technical resources within DAS.	Knowledge of 1*, 2, 3, 4, 5, 6. Skill in 7, 8, 9, 10. Ability to 11, 12, 13, 14, 15, 16, 17.	
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