

NETWORK ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for providing specialized technical and systems programming work in designing, implementing and supporting Ulster County's local area and wide area network systems. An employee in this class is under the direct supervision of the Assistant Director of Information Services (Technical Support) and the general supervision of the Director of Information Services with wide leeway allowed for the exercise of independent judgment in work details. Supervision may be exercised over other Information Services Department Personnel as directed by the Director of IS or the Assistant Director of IS (Technical Support). Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Works closely with the Assistant Director in designing, implementing and supporting the Local Area Network systems, including operating systems, server hardware, network infrastructure, and vendor supplied software;

Supervises, plans and assigns tasks in consultation with higher level managers to subordinate staff;

Administers multiple Local Area Networks;

Assists with the implementation and support of the County's Wide Area data communications infrastructure, including routers, switches, VPN applications and firewalls;

Assists with the design, implementation and support of the County's virtualized and distributed server environment, including Windows 2003/2008, Web Servers, SQL Servers, VMWare Vsphere, Citrix Xenapp and SAN infrastructure;

Assists with network and system security administration and monitoring for Windows servers and mid-range systems;

Maintains and supports Windows Active Directory and the County's email system;

Provides technical support for problems involving system and network hardware and software, personal computers and applications including Windows XP, Windows 7 and vendor software;

Assists with the support of the County's wireless LAN and mobile data system;

Responds to and resolves network and system problems with the County's computer systems off-hours as needed;

Monitors systems for optimal performance and utilization and prepares technical documentation concerning LAN/WAN systems, diagrams and inventories;

Prepares and maintains project plans and task lists and updates Help Desk problem tickets with current status and problem resolution.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the components, operation, maintenance and repair of network equipment; thorough knowledge of data communications and basic electronics terminology; good knowledge of server based operating systems and specialized enterprise wide applications; demonstrated skill in providing technical and systems programming support as well as troubleshooting skills for a variety of LAN and WAN based operating systems; ability to be flexible in scheduled work hours to meet the needs of the department; ability to communicate effectively, both orally and in writing with other computer workers, such as programmers and managers, outside vendors on equipment and related programs, and end users and other staff who may have no computer background; ability to think logically; ability to provide technical assistance; ability to carry out moderately difficult oral and written directions; ability to supervise, assign and review the work of others; ability to work independently; ability to prepare technical documents; ability to get along well with others; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Computer Science, Computer Technology, Management Information Systems or a closely related field; and, one (1) year of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing maintenance and support of local area and wide area operating networks in a data center equivalent to that of Ulster County in size, scope and complexity; OR
- B. Graduation from a regionally accredited or New York State registered college or university with an Bachelor's Degree in Computer Science, Computer Technology, Management Information Systems or a closely related field; and, three (3) years of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing maintenance and support of local area and wide area operating networks in a data center equivalent to that of Ulster County in size, scope and complexity; OR
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

NOTE #1: When applying, you must supply sufficient information to support your claim that the size, scope and complexity of the agency from which you obtained your experience is equal to that of Ulster County.

NOTE #2: For the purposes of defining local area and wide area operating networks, experience in the following areas will be considered: Windows Server 2003 and 2008 servers, Cisco-based Wide Area Networks, VMWare and Citrix XenApp, Symantec Backup Exec, Endpoint Protection and Altiris/Client Management Suite.

NOTE #3: Certification from a network training program that is vendor-approved may be substituted for one year of the above stated experience for the Bachelor's Degree level qualification only.

ULSTER COUNTY
4503 NETWRK ADM
Classification: Competitive
Grade: 19
Union: CSEA

Adopted: February 26, 2013