CITY OF GARDEN GROVE

NETWORK ADMINISTRATOR

CLASS CODE: TBD   RANGE: E179

DEFINITION:

Under general direction, maintains and administers computer networks and related computing environments and communication systems.

EXAMPLES OF DUTIES:

Design, maintain, troubleshoot, and ensure the security of the LAN/WAN environment, and audio and video communication systems;

Administer and maintain central network user account security, telephone and voicemail, and alarm and access control databases;

Maintain diagrams, charts, and document on all facets of the City's network and voice systems;

Configure, administer, and maintain computers and servers, including hardware and software installation, data encryption, and update/patch maintenance;

Administer firewall, anti-spam and anti-virus servers;

Research, evaluate, implement, administer and maintain virtualization environment;

Administer and assist in the development of the Business Continuity Plan

Coordinate onsite installation, integration, testing, and servicing performed by outside consultants, contractors, and public agencies;

Recommend hardware, software, voice, and data network confirmation changes or upgrades based on usage, repair history, useful life of equipment, and input from departments;

Assist division manager with development of the communications budget;

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:
Two years of experience in systems analysis, network design or administration.

Education:

Associate's degree with major coursework in computer science, information systems, or network administration or related field. Bachelor's degree is highly desirable.

Knowledge of:
Set-up, operations, configuration, and troubleshooting of networks and principles and practices of network administration; set-up, operation, repair and maintenance of computers and servers in a LAN/WAN/wireless environment; setup, administration, and troubleshooting computer peripherals, such as printers, drives, modems, and network communication equipment; operations, services, characteristics and activities of a comprehensive telephone and voice system; process and procedures of disaster recovery and backup; and City systems and programs, including network and computer operating systems, databases, email systems, antivirus products, and back-up products.

Ability to:
Learn and apply information technology concepts, practices, and procedures; constantly learn and keep updated of new technology and trends in the field; assess and recommend new technology and processes to improve technological services; work independently with little to no supervision; communicate effectively with coworkers, staff and consultants; analyze and troubleshoot technological problems; take initiative and motive self and others to complete work; and provide quality customer service.

Other Requirements:
California Class "C" driver's license is highly desirable.

PHYSICAL DEMANDS:
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. Incumbents in this classification type, work on a personal computer, sit, speak clearly and hear normal voice conversation, see small details, and lift and carry up to 25 lbs.

WORK ENVIRONMENT:
The work environment described here is representative of those an employee encounters while performing the essential functions of this job. Incumbents in this

classification primarily work inside and may be required to work overtime and weekends.

JOB FAMILY:

Information Technology Technician, **Network Administrator**, Senior Information Technology Analyst, Information Technology Manager

Adopted: tbd