



CITY OF URBANA
Human Resources Division

NETWORK ADMINISTRATOR

JOB DESCRIPTION

Department: <u>Executive</u>	Division: <u>Information Technology</u>
Work Location: <u>Urbana City Building</u>	Percent Time: <u>100% (1.0 FTE)</u>
Job Type: <u>Civil Service</u>	FLSA Status: <u>Exempt</u>
Reports To: <u>Information Technology Manager</u>	Union: <u>Non-union</u>

Division: ~~Finance~~ Information Technology

Department: ~~Executive~~ Executive

Reports To: ~~Information Technology Manager~~

FLSA Status: ~~Exempt~~

Job Type: ~~Non-Union; Civil Service~~

EEO Category: Technician

Pay Grade: ~~41~~

JOB SUMMARY

The Network Administrator oversees and executes advanced technical responsibilities for the City's network infrastructure; a Designs and codes new personal computer programs; assists in modifying existing personal computer programs, including high level, database and macro languages. Administers and maintains city network servers, network hardware, software, and personal computers, including procurement, installation, daily maintenance, problem resolution, backup/-restore, and inventory, and installation of new purchases; and s. Repairs network and personal computer hardware and LAN connections. Administers and maintains city personal computer software, including problem resolution, inventory, and installation of new purchases and upgrades. Assists in the training of personnel in computers, programs, and the use of the network, including help desk functions, one-on-one, and class style training. Supports personnel with computers and access, including help-desk functions. Responsible for sSecurity of City systems —and any people or entities that use City Information Technology T assets. Supervises and coordinates the work of computer and network staff within the Information Technology division.

ESSENTIAL FUNCTIONS

- Assists Information Technology Director in determining and evaluating network and computer hardware/software specifications and needs.
- Installs, configures, and supports IT hardware and software.
- Administers the network, including operating systems, file storage user access, problem resolution, and security.
- ~~• Assists Information Technology Director in network design specification and modifications.~~
- Researches solutions including reviewing vendor offerings and conducting formal procurements requests for new software programs, as approved by the Information Technology Director, utilizing user interviews and reviews of existing programs.
- ~~• Designs and codes new personal computer programs. Prepares and writes program modifications for existing personal computer programs.~~
- Designs appropriate screens, menus, procedures, and manuals for computer applications. Maintains and prepares documentation for personal computer programs and procedures.
- ~~• Assists Information Technology Director in network design specification and modifications.~~
- ~~• Assists Information Technology Director in determining and evaluating network and personal computer hardware specifications and needs.~~
- ~~• Installs and configures network servers, network hardware, personal computers.~~
- ~~• Administers City network servers, including operating system, file storage user access, problem resolution, and security.~~
- Performs Oversees and supervises computer technician tasks such as problem resolution, personal computer hardware repair, and software installation and configuration and setup; establishing and maintaining connection on Ethernet LAN.
- Performs daily, weekly, quarterly, and annual server maintenance, such as updates and back-ups.
- Ensures security of the City's network and IT assets
- Maintains inventory of personal computer hardware and software.
- ~~• Assists Information Technology Director in determining and evaluating personal computer software specifications and needs.~~
- ~~• Installs and configures network and personal computer software for users.~~
- ~~• Performs problem resolution involving personal computer software.~~
- ~~• Maintains inventory of personal computer software.~~

- Answers “help-desk” questions in operation and use of ~~personal~~ computers and network.
- Provides day-to-day support to users of the City’s network.
- Maintains a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media. Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.
- Maintains confidentiality in performing assignments relative to any information received directly or indirectly. Ensure that confidential information is kept secure.
- Complies with City policies and procedures.
- Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.
- ~~Trains personnel in operation and use of personal computers and network through one-on-one and class-room style settings.~~
- Performs other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

~~KNOWLEDGE & EXPERIENCE~~

- ~~• Knowledge of basic computer programs and file maintenance procedures.~~
- ~~• Knowledge of Microsoft Windows Servers and basic network programs and network maintenance procedures.~~
- Knowledge and skills typically acquired through completion of an associate’s degree in Network Administration, Information Technology, Computer Science, or a closely related field.
- ~~Knowledge and skills typically acquired through completion of Associate's degree in Information Technology or computer science, or comparable related education/experience.~~ Four (4) years of professional, directly-related work experience in the following: operating and maintaining computers and software application support; networking skills such as the connecting and configuring networked computers and peripherals; network software (especially Windows Servers); hardware and protocols (switches, routers and IP traffic); and network maintenance procedures.
- A bachelor’s degree in a related field and at least one (1) year of supervisory experience is preferred.

Knowledge of:

- Personal computer operating systems.
- Server back-up and restore techniques.
- Fundamental security techniques for protecting network servers and clients.
- Server hardware components and techniques required to repair, upgrade or recommend the purchase of server systems.
- Network operating system administration.
- Knowledge of basic computer programs and file maintenance procedures.

-Knowledge of Microsoft Windows Servers and basic network programs and network maintenance procedures.

ABILITY TO

- ~~Design and write basic code for the compilation of computer programs, screens, menus, and procedures.~~
- ~~Interview and assess needs to appropriately design programs.~~
~~Train and communicate with staff, regarding use of personal computers and City network.~~
- Keep current on changes in the computer industry, both with software and hardware.
- Work with close attention to detail. Establish and maintain relationships with associates, supervisor, and customers in various City departments and peers in other organizations.
- Supervise and coordinate the tasks of other staff who perform user and computer support.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Work within deadlines and frequent interruptions.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois Class D driver's license or obtain one within ~~sixty~~ fifteen (1560) days of employment and maintain a safe driving record.

SPECIAL REQUIREMENTS

- Must be available for system emergencies and maintenance that may arise before 8 a.m. and after 5 p.m. and on weekends.

RESPONSIBLE FOR:

Security of City network and IT assets.

- ~~Providing day-to-day consultation support to users of the City's computer programs network.~~
- ~~Daily, quarterly, and annual maintenance and operation of the complex computer system network.~~
- ~~Preparing and writing new programs and limited modifications of existing programs.~~
- ~~Daily administration of City personal computer networks.~~
- ~~Maintaining personal computer hardware and software inventory.~~
- ~~Supervisory responsibility for two (2) Computer Systems Technician(s), /Network/Systems Technician, and any Intern/Apprentice positions working on computers, Web/Documents Coordinator and Documents Technician.~~

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with supervised staff ~~Computer Systems Technicians~~ to coordinate going IT projects; assign, assist and get status of computer problems and for ~~computer~~ training.
- ~~Contact as needed with Web/Documents Coordinator and Documents Technician to discuss status of current and assign new tasks.~~
- Contact ~~as needed~~ with personnel ~~using computers~~ to resolve computer and network problems ~~and for computer training~~.
- Contact as needed with other governmental agencies to ~~coordinate~~ deliver inter-governmental IT needs.
- Contact as needed with vendor sales and technical support personnel to resolve ~~personal~~ computer related needs and conduct procurements.

Supervision received

- This position works under the general direction of the Information Technology Manager, following general guidelines for activities.

Level and complexity of supervision exercised

Network Administrator Job Description

- This position is responsible for supervising the Computer Systems Technician, the Network Systems Technician, and temporary and/or seasonal IT employees, including interns and apprentices.

Security Level

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to meet the essential functions associated with this security level, in accordance with federal requirements.

~~WORK ENVIRONMENT~~ PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical demands: Lifting and maneuvering up to 50 lbs., climbing ladders, maneuvering in confining spaces, making skillful, coordinated movements with the hands and arms, seeing in close environmental surroundings, and sitting for prolonged periods of time at a computer screen.

Working conditions: Office is located in a restricted access area with other staff. May work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Work environment may include working in confined spaces and/or in cramped body positions, possible contact with electrical hazards, and in close association with others. Minimal short-distance travel is required.

- ~~Standard office setting.~~
- ~~Short distance city travel is required.~~

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Prepared by: _____ Shawn Fluno | Elizabeth
Borman _____ 7/16/2013
_____ PC Programmer/Network Analyst IT Director | Asst. HR Manager _____

Class Specification History

- New class: 07/16/2013
- General revision: 09/25/2013
- Revised essential duties, minimum qualifications, and add job dimensions: 08/30/2023:

For HR/Finance Use

<u>Job Class Code</u>	<u>Pay Grade</u>
<u>EEO Category</u> 6-Administrative Support	<u>LVL</u> <u>111</u>

