



Job Title	Network Administrator II	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	6	Job Code	17446

Class Specification – Network Administrator II

Summary Statement:

The purpose of this position is to install, maintain, and monitor the operation of the organization's local and wide area networks (LAN/WAN). Lead strategic planning efforts, capacity planning, functional, and technical design of enterprise systems, and resolution of complex problems. Evaluate vendor products in hardware, software, and telecommunications equipment and recommend purchases consistent with the organization's short and long term objectives. Recommend and implement LAN policies and standards and ensures adherence to security procedures. Perform troubleshooting, diagnosis, and repair/fix for network hardware and software related problems.

DISTINGUISHING CHARACTERISTICS:

This is the full journey level class within the Network Administrator series. Employees within this class are distinguished from the (I level) by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from level I, or when filled from the outside, have prior experience.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
35%	Operates, maintains, and secures network switching and routing, DNS, VPN, and firewall infrastructure. Operates, maintains, and secures the wireless infrastructure. Installs, maintains, and troubleshoots network equipment, software, and circuits. Responds to incident and request tickets and resolves them within agreed service level agreements. Monitors and proactively discovers events that may negatively impact DoIT services. Implements required changes in compliance with the DoIT change management process. Participates in problem management discussion to determine root cause. Ensures network system configurations that deliver or exceed agreed availability and reliability. Maintains multiple (owned and leased) WAN circuits.



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25%	Develops and promotes standard operating procedures and the population and use of the Knowledge Management System (KMS). Reviews system logs and alerts and responds according to documented procedures. Provides proactive process improvement, analysis of best practices, identification, and mitigation of network risks. Analyzes performance trends, identifies workflow or technology gaps, and recommends changes in an effort to improve the quality and efficiency of networks, systems, or security. Utilizes enterprise level thinking to enhance security and stability of the network environment.
20%	Effectively works as a teammate and communicates following the escalation process. Concisely and effectively communicates progress, status, and issues to IT management. Initiates improvements within a service improvement plan. Be a change agent in ensuring the DoIT delivers excellent customer service. Supports a service management culture across the technology organization. Supports the development of estimates and Solution Design Packages (SDP) by working with Solution Architects and Engineers as well as other cross-functional teams.
20%	Shows initiative and acts independently to resolve problems, manages multiple priorities, and follow through on projects and tasks to completion. Implements ITIL based process and procedure and promote standard operating procedures to ensure KPIs are achieved. Tracks and manages tickets to ensure timely and agreed resolutions and solutions. Develops processes and procedures to meet or exceed operational Service Level Agreements (SLA) with business partners.

Competencies Required:
Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.



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Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in computer science, network engineering, information management, or a related field.

Experience: Three years full-time experience in the design, installation, maintenance, and engineering support of LAN/WAN network systems.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:
 Position has no responsibility for the direction or supervision of others.

Supervision Received:
 Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:
 This job title has no budgetary responsibility.

Physical Demands:
 Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Several Times per Month
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: December 2015