IT NETWORK ADMINISTRATOR

*[May also apply to exempt SHRA positions in the Networking branch\*]*

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency- and band-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Support | * Supports, configures, maintains, and upgrades customer’s networks and in house servers.
* Monitors network performance (availability, utilization, throughput, goodput, and latency) and tests for weaknesses.
* Maintains configurations, makes updates, and provides client support for Wi-Fi and other communications technologies networking services (e.g. telephony, fiber optics, etc.).
* Examines service offerings and develops alternatives that offer additional performance and/or value.
* Works on customer issues/requests as the need arises.
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| Project Management | * Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
* Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
* Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
* Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
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| Development/Programming | * Upgrades network by conferring with vendors and/or customers; developing, testing, evaluating, and installing enhancements.
* Assists in tool development and script creation.
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| Security | * Anticipates security breaches and potential vulnerabilities and make recommendations for and/or determine best practices to comply with internal/external information security policies and standards.
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| Consultation | * Provides consultancy services to stakeholders as it relates to current or potential offerings.
* Counsels customers on best-practices approaches as it pertains to networking for any new IT project they will be implementing.
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| Supervision/Management | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.
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| Other Duties (5% max) | * Other duties as assigned by management to meet business needs
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\*When employees in these existing, filled positions have elected to remain SHRA