



Network Administrator

Job Description

Department: Information Systems
Position: Career Service
Grade: 514
Supervisory: No
Reports to: Computer Technical Support Manager

Summary

Under general direction of the Computer Technical Support Manager, installs, monitors, repairs, trains, and responds to inquiries related to operating the network system for Utah County Government.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Install and support purchased and third-party software.
2. Ensure network security; create network user accounts; reset passwords; move files as users move from one file server to another.
3. Monitor available space on network volumes; move, delete, or organize accordingly to maintain adequate disk space for network operations.
4. Resolve problems related to operating the network.
5. Monitor network systems to ensure high performance and availability, appropriate security, and failover protections and procedures are adequate.
6. Document and track resolutions and progress for work activities.
7. Train department personnel and others on network operation standards and procedures.
8. Install and upgrade file servers, routers, workstations, and other computer equipment for County use.
9. Interact with outside agencies to grant authorized access to the County network and data; assist in making changes to County system to facilitate access to County data.
10. Test and recommend software and hardware for County use and ensure hardware and programs meet the needs of system users.
11. Actively promote a culture of innovation and productivity; consistently participate in personal and staff training, code reviews, and mentoring activities.

Knowledge, Skills, and Abilities

- Knowledge of information systems analysis, design and development, and programming techniques

For Office Use Only

Job Code: 2036
Job Title: Network Administrator
FLSA: Exempt
Effective Date: 5/21/2020
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

- Knowledge of networking concepts including bridges, routers, and local and wide area networking protocols
- Skilled in conducting needs assessments
- Skilled in reading, writing, and basic math
- Skilled in document composition
- Skilled in the application of Novell NetWare, Microsoft Windows, Windows, Cisco, and hardware systems
- Skilled in analytical problem solving
- Skilled in communicating technically complex information both verbally and in writing
- Skilled in providing consistently exemplary customer service
- Ability to coordinate multiple tasks efficiently
- Ability to work effectively and positively within a team environment while maintaining cooperative relationships with users, key stake holders, team members, and management
- Ability to foster and encourage a culture of innovation as a role model and mentor by personally seeking out innovative solutions and methods and sharing those with team members
- Ability to maintain files, records, and reports

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually loud. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. The employee is regularly required to work for sustained periods of time maintaining concentrated attention to detail. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to sixty (60) pounds. The employee occasionally drives a motor vehicle.

For Office Use Only

Job Code: 2036
 Job Title: Network Administrator
 FLSA: Exempt
 Effective Date: 5/21/2020
 Public Safety: No

Worker's Compensation: Clerical
 Background Level: I
 Safety Sensitive: No
 DOT: No
 ML: Individual Contributor

Position Type/ Expected Hours of Work.

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Associate degree or equivalent in computer information systems or a closely related field.
2. Four (4) years of work experience performing professional computer information systems and networking activities.
3. Demonstratable work competence in programming, network operations, or a similar field.
4. Combinations of education, experience, and demonstrated work competence may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with more demonstrated work competence.
2. Preference may be given to those with valid certification in Novell or Microsoft Networking systems.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

For Office Use Only

Job Code: 2036
Job Title: Network Administrator
FLSA: Exempt
Effective Date: 5/21/2020
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

Director – Human Resources _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

For Office Use Only

Job Code: 2036
Job Title: Network Administrator
FLSA: Exempt
Effective Date: 5/21/2020
Public Safety: No

Worker’s Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor