

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: OCTOBER 1, 2008

ASSISTANT NETWORK ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent assists with and performs specialized work in the design, development, implementation and maintenance of computer applications, local, and wide-area network systems. The work includes installing, modifying and maintaining a variety of computer hardware, software and peripheral components; diagnosing and resolving end-user network problems; and performing routine backup and restoration of network computing activities. The work is performed under the general direction of the Computer Network Administrator with wide latitude being given to perform duties and responsibilities. The incumbent exercises direct supervision over subordinate technical personnel in the installation, operation and maintenance of system components and software. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Designs, installs, configures and upgrades LANS/WANS including evaluating network methodologies; maintaining network architecture and design; and maintaining, implementing and administering internet, intranet, and extranet systems/servers and server utilization;
2. Plans, implements, supports, monitors, and secures network components and performance, including forms of communications and interfaces;
3. Implements telecommunication networks and recommends changes in networks;
4. Designs, plans and implements LAN/WAN connectivity, supports data connectivity equipment, manages internet and email usage, and maintains data connectivity security;
5. Consults with users to ascertain required project scopes and results, defines interface and communications requirements, and processes software trouble reports to analyze the system for possible problem areas;
6. Monitors maintenance contracts;
7. Utilizes word processing, data base management, spreadsheet, graphics, and data communications software and/or hardware;
8. Provides technical guidance, assistance and/or training to project staff, studies technical problems, and recommends solutions;
9. Provides first-line diagnosing/trouble-shooting and technical assistance in resolving and repairing problems, refers end-users to the appropriate specialist, and coordinates problem-solving efforts;
10. Consults with vendors and users regarding the need for hardware/software for network servers and what products are available to meet end-user needs and serves as liaison between end-user and vendor personnel;
11. Employs and supports land-based phone lines, fiber optics and wireless networks and applies telecommunications interface capabilities to data networks;
12. Analyzes communications requirements with other software and troubleshoots with application software vendors for user/system problem resolution;
13. Installs and configures individual PCs, laptops and PDAs to domains/LANS;
14. Recommends hardware and software to meet end-user needs;
15. Plans, organizes, controls, assigns and evaluates work activities of subordinate staff;
16. Provides technical guidance and assistance to subordinates.

CONTINUED

ASSISTANT NETWORK ADMINISTRATOR CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of LAN/WAN hardware, software and peripheral equipment; good knowledge of the principles and practices of installing, modifying and maintaining local area network hardware, software and peripheral equipment; good knowledge of communications hardware and software; good knowledge of personal computer application software; good knowledge of system analysis concepts; working knowledge of municipal programs, priorities and initiatives as they relate to information technology; ability to install, update and maintain LAN/WAN hardware, software and peripheral equipment; ability to diagnose hardware and software problems and devise a resolution for the problem; ability to understand and interpret complex oral instructions and/or written directions; ability to communicate clearly both orally and in writing; ability to establish and maintain effective working relationships with others; ability to plan and supervise the work of others; logical reasoning and sound judgment; initiative and resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS: Three (3) years of permanent competitive status as a Micro Computer Specialist or five (5) years as a Micro Computer Coordinator in the Niagara County Data Processing Department immediately preceding the date of examination.

OPEN COMPETITIVE QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **and one of the following:**

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Computer Science, Computer Technology, Data Processing, Management Information Systems, and one (1) year of paid full-time or its part-time equivalent experience responsible for the maintenance, configuration or installation of personal computer hardware and software; which must include all of the following: Documented installation and maintenance of local area networking software and hardware, wide area network maintenance installation, upgrading of networking software, hands on cabling experience, supervision of subordinates (technical staff not operators), remote access software, network planning protocol design and use and understanding of electronic network analyzers both software and hardware, configuration of print/terminal servers for multiple protocols; **OR**
2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in one of the areas in "1" and three (3) years experience as described in "1" above; **OR**
3. Five (5) years experience as described in "1" above.