



## City of Laguna Niguel Job Description

### **IT NETWORK ADMINISTRATOR**

Middle Management, Professional, and Supervisory Unit  
FLSA: Exempt

#### **DEFINITION**

Perform a variety of Information Technology (IT) technical support functions related to systems maintenance of the local area networks (LANs) and telecommunications systems, administration of personal computer workstations and peripherals, security administration, technical support to users, troubleshooting of hardware and software problems, and installation of hardware equipment and software applications.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from Director of Finance.

May exercise functional supervision over City or contract Technical staff.

#### **EXAMPLES OF IMPORTANT DUTIES AND RESPONSIBILITIES**

*Important responsibilities and duties may include, but are not limited to, the following:*

- ◆ Assist in the day-to-day operations of the City's technology needs, including WiFi networks; implement system upgrades; install new and additional hardware and software as required; replace, repair, upgrade, and maintain system hardware and software; monitor and recommend improvement to operational performance and security; troubleshoot system problems; isolate the cause of system failures; maintain operational efficiency and load balancing of the systems.
- ◆ Evaluate and analyze City's information systems needs and requirements; develop and recommend application and resource priorities; administers changes and adjustments to systems as needed.
- ◆ Develop and manage disaster recovery plans and procedures.
- ◆ Recommend the purchase of new supplies and equipment as necessary.
- ◆ Monitor the performance of the system; track possible problem areas affecting response time; prepare recommendations for correction of problems and improvement in performance.
- ◆ Manage the allocation of resources including disks, terminals, and memory.
- ◆ Assist in developing and implementing backup policies and procedures; perform system backups.
- ◆ Assist in developing, implementing, maintaining, and enforcing policies and procedures for IT operations.
- ◆ Ensure that the operational, environmental, and application software are kept up with current release levels.
- ◆ Analyze, configure, plan, install, maintain, and troubleshoot personal computers, cabling, and peripherals.
- ◆ Maintain and compile an electronic documentation library of user procedure

manuals, technical references, training manuals, handbooks, and guides; maintain logs, charts, diagrams, and testing data for City's data, voice, and video network.

- ◆ Support telecommunications that include telephone service at various sites.
- ◆ Develop justifications and recommendations for acquisition of computer hardware and software; prepare specifications for bid documents; review and evaluate contracts and proposals.
- ◆ Work with vendor representatives to identify and correct causes of hardware and software malfunctions and to perform enhancements.
- ◆ Respond to and resolve difficult inquiries and complaints.
- ◆ Attend and participate in professional group meetings; stay abreast of new trends, innovations, equipment, including WiFi and languages used in computer systems, Information Technology, word processing, spreadsheets, databases, graphics, and desktop publishing.
- ◆ Provide emergency response to reduce down time, correct errors, monitor vendor activity, off-hours scheduled maintenance, and system failures, or on as-needed basis.
- ◆ Assist in developing, planning, implementing, and administering division goals, objectives, policies, and procedures.
- ◆ Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- ◆ Operational characteristics, services, and activities of Information Technology.
- ◆ Modern and complex principles and practices of computer systems management, analysis, design, programming, and maintenance, including WiFi networks.
- ◆ Design, operations, properties, and capabilities of networks and network cabling, including WiFi networks.
- ◆ Various software packages, including word processing, spreadsheet, data processing, graphics, and desktop publishing applications and programs.
- ◆ Principles of telecommunications, including basic telephone wiring and telephone configurations, database, data communication, and operating systems.
- ◆ Operation and care of computer equipment.
- ◆ Data processing management and general administration practices and techniques.
- ◆ Operating characteristics, capabilities, capacities, and limitations of computer related peripheral equipment.
- ◆ Data management theory, principles, and practices and their application to a wide variety of services and programs.
- ◆ Operating systems such as LAN/WAN, Window and Novell operating systems, mini-computer applications, and telephone systems.
- ◆ Standard Website and Web Application development languages, including HTML, DHTML, XML, Scripting, .NET, and JAVA.
- ◆ Occupational hazards and standard safety practices necessary in the area of computer operations.
- ◆ General principles of risk management related to the functions of the assigned area.
- ◆ Techniques for providing a high level of customer service to public and City staff in person and over the telephone.

- ◆ Modern office methods, procedures, and computer equipment.

**Ability to:**

- ◆ Implement comprehensive computer and telecommunications operations-related projects and training programs.
- ◆ Perform difficult telecommunications and computer information system operation, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- ◆ Analyze problems; identify alternative solutions; project consequences of proposed actions; implement recommendations in support of goals.
- ◆ Interpret and apply policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- ◆ Monitor and support networks.
- ◆ Accurately evaluate and prioritize hardware and software requests.
- ◆ Research, develop, and recommend cost-effective technical system improvements.
- ◆ Prepare and maintain accurate and complete records.
- ◆ Prepare clear and concise reports.
- ◆ Respond to requests and inquiries from end-users.
- ◆ Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- ◆ Understand and carry out oral and written instructions.
- ◆ Communicate clearly and concisely, both orally and in writing.
- ◆ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ◆ Establish and maintain effective working relationships.
- ◆ Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.

**Experience and Training:**

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

Three years of recent, responsible computer systems, systems analysis, network management, or related experience.

Equivalent to a four-year degree from an accredited college or university with major coursework in computer science, information technology, business administration, or a related field.

**Licenses:**

Microsoft Certified Software Engineer or Certified Network Engineer is desirable.

Possession of, or ability to obtain, a valid California Driver's License and a satisfactory driving record.

**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.*

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

While performing the duties of this job, the employee is frequently required to sit, talk, and hear; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk, stoop, kneel, and crouch.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

**WORK ENVIRONMENT**

*The work environment characteristics described here 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.*

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles and risk of electric shock.

The noise level in the work environment is usually quiet.