



Office of Human Resources  
IT Network Administrator I - CI2799

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### General Statement of Duties

Performs entry level professional information technology (IT) work installing and configuring wired and wireless network system hardware and software; assists with the maintenance and repair of routine problems with system hardware and software.

### Distinguishing Characteristics

The Network Administrator I is distinguished from the Network Administrator II, which performs standard level professional information technology work installing and configuring wired and wireless network system hardware and software; maintains and repairs routine to complex problems with system hardware and software.

The Network Administrator I is also distinguished from the Network Engineer, which performs full performance professional information technology work planning and coordinating the installation and configuration of network system hardware and software; maintaining and repairing complex problems, typically related to system failures, with system hardware and software; and modifying operating system hardware and software to increase performance and meet technical design requirements.

Finally, the Network Administrator I is distinguished from the IT System Architect, which performs full performance information technology work in the planning, designing, developing, and monitoring of information systems utilized within an agency or throughout the city. Additionally, the IT System Architect possess knowledge, skills, and abilities in highly specialized areas (such as Windows, UNIX, Telecommunications, Data Network, Network Security and/or Storage Area Network), which provides strong support for the planning, designing, and developing functions performed by the position.

### Essential Duties

Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.

Creates and manages user directories and files on the server platforms.

Monitors, diagnoses, and resolves common operating system problems.

Assists with the troubleshooting, maintenance, repair of hardware, and operating systems.

Assists with backup and recovery operations for a specific network system.

Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

**Knowledge & Skills**

Knowledge of efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

Knowledge of data processing hardware, monitors, operating system software, application programming and system configuration sufficient to be able to perform the duties related to the work assignment.

Knowledge of current networking and computer trends and technology.

Knowledge of network system hardware, network operating system software, data communications equipment and user-oriented application software packages sufficient to be able to troubleshoot and solve problems.

Knowledge of specifications, uses, and types of computer or computer related equipment.

Knowledge of electronic circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Knowledge of computer network, desktop, server, and mainframe operating systems and their applications.

**Level of Supervision Exercised**

None

**Education Requirement**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

**Experience Requirement**

None

**Education & 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.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Potential exposure to cold weather conditions (indoor/outdoor).

Potential exposure to dust.

Potential exposure to hazards from electrical/mechanical/power equipment.

Potential exposure to pesticides or fertilizers.

Potential exposure to risk of blood-borne diseases.

Potential exposure to temperature changes: variations in temperature from hot to cold.

Potential exposure to unpleasant elements (accidents, injuries, and illnesses).

Handles absentee replacement on short notice.

Noise: sufficient noise to cause distraction.

Occasional pressure due to multiple calls and inquiries.

Personal Safety: aware of surroundings, people, and events.

Pressure due to multiple calls and inquiries.

Subject to electrical and radiant energy hazards.

Subject to injury from moving parts or equipment.

Subject to long, irregular hours.

Subject to many interruptions.

Subject to pressure for multiple calls, inquiries, and interruptions.

Works in confined, uncomfortable or awkward locations.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.

Agility: Ability to move quickly and easily.

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Color vision: Ability to distinguish and identify different colors.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Vision: Ability to perceive animal behavior, comprehend signs, and detect color.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

### Background Check Requirement

Criminal Check

Education Check

By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade:** NE-15

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**