

Water Authority Position Description

NETWORK ADMINISTRATOR

Status	Position Code	Level	Date
APPROVED	NEAD	I27	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

ANALYZE, DESIGN, INSTALL, CONFIGURE AND DEVELOP NETWORKS AND VOIP/TELEPHONY SYSTEMS FOR THE WATER AUTHORITY.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE IN COMPUTER ENGINEERING, COMPUTER SCIENCE, OR MANAGEMENT OF INFORMATION SYSTEMS (MIS) AND TWO (2) YEARS EXPERIENCE IN CISCO NETWORK & VOIP/TELEPHONY DESIGN, SUPPORT AND ADMINISTRATION.

RELATED EXPERIENCE MAY BE INTERCHANGEABLE FOR EDUCATION ON A YEAR FOR YEAR BASIS.

ADDITIONAL REQUIREMENTS

POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.

POSSESSION OF, OR ABILITY TO OBTAIN, A VALID AUTHORITY OPERATOR'S PERMIT (AOP) WITHIN SIX (6) MONTHS.

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) OR HIGHER CERTIFICATE REQUIRED. CCNA COLLABORATION CERTIFICATE PREFERRED.

SUPERVISION RECEIVED/EXERCISED

RECEIVES SUPERVISION FROM THE NETWORK MANAGER.

MAY EXERCISE FUNCTIONAL AND TECHNICAL SUPERVISION OVER PROJECT TEAMS AND SERVE AS TEAM LEAD.

ESSENTIAL FUNCTIONS

1. ANALYZE, EVALUATE, INSTALL, DESIGN, MAINTAIN AND SUPPORT COMPUTER NETWORK FUNCTIONALITY, INFRASTRUCTURE AND BUSINESS REQUIREMENTS.
2. MONITOR NETWORK/SYSTEM PERFORMANCE BY IDENTIFYING SYSTEM AND NETWORK EVENTS, SECURITY AND ENVIRONMENTAL ALARMS. RECOMMEND ADJUSTMENTS THAT COULD BE MADE TO IMPROVE PERFORMANCE.
3. PROVIDE MAINTENANCE OR REPAIR FOR ALL NETWORK/VOIP COMPONENTS OR EQUIPMENT. RESPOND TO NETWORK/VOIP SERVICE DESK REQUESTS AND COMPLETE TO RESOLUTION.
4. PROVIDE MOVES, ADD AND CHANGES FOR VOIP NEEDS UTILITY WIDE.
5. CONFIGURE WIDE AREA OR LOCAL AREA NETWORK ROUTERS OR EQUIPMENT AND WIRELESS TECHNOLOGY.
6. ASSIST WITH NETWORK SECURITY MEASURES TO PROTECT DATA, SOFTWARE AND HARDWARE.
7. PREPARE ACCURATE, CONCISE AND COMPLETE WRITTEN NETWORK/VOIP MATERIALS AND DOCUMENTS TO FULFILL BUSINESS NEEDS.
8. MANAGE PROJECTS AND PERSONNEL EFFECTIVELY, AND BE PRODUCTIVE AS A TEAM MEMBER OR TEAM LEADER. COORDINATE ACTIVITIES WITH OUTSIDE VENDORS.
9. INTERFACE WITH DATABASE ADMINISTRATORS, SYSTEM ADMINISTRATORS, APPLICATION DEVELOPERS, IT MANAGERS AND EXTERNAL ENTITIES ON NETWORK AND VOICE RELATED ISSUES.
10. TRAIN USERS IN PROCEDURES RELATED TO NETWORK APPLICATIONS SOFTWARE OR RELATED SYSTEMS. GIVE PRESENTATIONS TO SMALL OR LARGE GROUPS.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SYSTEMS.
2. REQUIRED TO BE AVAILABLE TO PROVIDE 24X7 ON-CALL SUPPORT.
3. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

THEORIES AND APPLICATIONS OF COMPUTER SCIENCE
PRINCIPLES AND PRACTICES OF SYSTEM SOFTWARE INSTALLATION AND SUPPORT
PRINCIPLES AND PRACTICES OF PROJECT MANAGEMENT METHODOLOGIES
PRINCIPLES OF PROJECT LEAD AND TRAINING
METHODS AND TECHNIQUES USED IN THE INSTALLATION, ADMINISTRATION,
MONITORING, UPGRADING AND PROBLEM RESOLUTION OF NETWORK AND
TELEPHONY
SYSTEM DEVELOPMENT LIFE CYCLE PHASES, ACTIVITIES AND IMPLICATIONS
OPERATIONAL CHARACTERISTICS OF OPERATING SYSTEMS AND RELATED
COMPONENTS
PRINCIPLES AND PROCEDURES OF QUALITY ASSURANCE AND SECURITY
RELATED TO LARGE, COMPLEX COMPUTER APPLICATIONS
KNOWLEDGE AND EXPERIENCE IN WINDOWS SERVER 2012 TO THE LINE OF WINDOWS
SERVER 2003
KNOWLEDGE OF SESSION INITIATION PROTOCOL (SIP), ANALOG, AND DUAL TONE -
MULTI FREQUENCY (DTMF) STANDARDS AND TRANSMISSIONS
KNOWLEDGE OF MICROSOFT SYSTEM CENTER MANAGEMENT SUITE
BASIC UNDERSTANDING OF DATA STORAGE INCLUDING STORAGE AREA NETWORK (SAN),
NETWORK-ATTACHED STORAGE (NAS), VOLUME, LOGICAL UNIT NUMBER (LUN), AND
CLOUD
KNOWLEDGE OF SCCP AND MGCP FUNCTIONALITY, REQUIREMENTS AND RESTRICTIONS
KNOWLEDGE OF INFORMIX AND AXIS DATABASES

PREFERRED SKILL/ABILITY

MAINTAIN OBJECTIVITY AND CONFIDENTIALITY IN DEAL WITH COMPLEX AND
POTENTIALLY SENSITIVE PROJECTS, INCIDENTS AND REQUESTS
TAKE DIRECTION AND WORK EFFECTIVELY WITH NETWORK MANAGER, COWORKERS AND
OTHERS
ABILITY TO CREATE VIRTUAL SERVERS IN BOTH A UNIX AND WINDOWS ENVIRONMENT
NETWORKER, SUN INTEGRATED LIGHTS OUT MANAGER (ILOM), IBM SERVER GUIDE,
AND CISCO WIDE AREA
APPLICATION SERVICES (WAAS) MOBILE
METHODS AND TECHNIQUES USE IN ADMINISTERING A VIRTUAL SERVER AND
PC ENVIRONMENT
SKILL WITH CISCO WIRELESS AND MERAKI ENDPOINTS
SKILL IN VCENTER AND VMWARE HOSTS MANAGEMENT
SKILL WITH SECURE FILE TRANSFER PROTOCOL (SFTP) AND TRIVIAL FILE TRANSFER
PROTOCOL (TFTP) SERVERS AND CLIENTS
SKILL WITH CISCO COMMAND LINE CONFIGURATION, LOGGING AND IOS
MANAGEMENT
SKILL WITH CISCO COLLABORATION ADMINISTRATION VERSION 9X OR HIGHER,
UNITY CONNECTION CALL HANDLERS AND CALL FLOWS, CISCO CONTACT
CENTER BASIC SCRIPTING AND APPLICATION MANAGEMENT
ABILITY TO TERMINATE CAT5 OR CAT6 CABLING AND PUNCH DOWN PANELS
ABILITY TO USE CABLE TOOLS SUCH AS TONERS, CABLE TESTERS AND WIRE MAP
METERS
SKILL WITH MICROSOFT VISIO

WORKING CONDITIONS

OFFICE ENVIRONMENT, DATA CLOSETS AND DATA CENTER SERVER ROOMS, OCCASIONAL
WORK OUTDOORS.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, WALKING OR STANDING FOR PROLONGED PERIODS OF TIME; MODERATE OR LIGHT LIFTING.

MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.