



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 471.1

Job Title: **CENTRAL NETWORK ADMINISTRATOR**

Pay Grade: 26

GENERAL SUMMARY:

Provides technical and operational support in maintaining the integrity and security of the current city-wide network servers in a global network environment centralized in the Information Technology Department.

RESPONSIBILITIES:

- Resolves problems with city-wide network servers and connectors.
- Responds to user issues that are beyond the scope of department network personnel in resolving problems with network servers and connectors.
- Configures and maintains city-wide server backups and virus scanning.
- Monitors the functioning of equipment to ensure city-wide systems operate in conformance with specifications of client/server concepts.
- Implements and maintains network servers based on established design and company standards.
- Provides support for telecommunication systems and data communications networks and acts as a lead in coordinating with users and suppliers.
- Coordinates documentation of training for Tier 1 and 2 support.
- Assists with the coordination of network server upgrades, design and consolidation of network environments.
- Develops and writes specifications for network server configurations and provides documentation support.
- May need to be available for on-call, around-the-clock support to resolve critical server issues.
- Performs other duties and/or assists with special projects as needed.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Computer Science, an electronics discipline or a closely related field.

EXPERIENCE:

Four years of experience in the operation and/or maintenance of the NT 4.0 systems and network administration, with at least one of the years with Microsoft Exchange, in a global environment are required.

Directly related experience may be substituted for the degree requirement on a year-for-year basis.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

IMPACT OF ACTIONS:

Errors in work could lead to significant costs and problems, and may have minor impact on short-term performance of the City. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation into setting work objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher level problem resolution.

External Contacts:

Level of external contact is primarily with lower-level service representatives and vendors and occasionally with citizens, visitors and/or mid-level government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Central Network Administrator
Senior Central Network Administrator

Effective: September 2002