Job Code: 471.2

Job Title: **SENIOR CENTRAL NETWORK ADMINISTRATOR**

Pay Grade: 28

GENERAL SUMMARY:

Manages a team of Central Network Administrators responsible for the operation and optimum performance of city-wide network servers in a global network environment centralized in the Information Technology Department. Develops specifications and implementation plans for upgrade and/or installations of city-wide Microsoft Exchange, Active Directory and Voice Over IP systems as required.

RESPONSIBILITIES:

- Analyzes methods and procedures to maintain efficient operations of the city-wide network servers. Recommends and implements improvements.

- Oversees the coordination of upgrades and the consolidation of the network server environments.

- Oversees the around-the-clock monitoring and maintenance of network servers.

- Manages support of Blackberry, Unity, NT4.0, WINS or WIN2000 and Microsoft Exchange servers.

- Coordinates documentation and training for training for Tier 1 (within a department), Tier 2 (transitional) and Tier 3 (centralized) supports. Serves as a team leader for Tier 4 (centralized) support.

- Participates in the hiring and training of staff. Supervises and evaluates staff performance.

- Ensures prompt and appropriate response to user issues that are beyond the scope of department network personnel in resolving problems with network servers and connectors.

- Oversees the implementation and maintenance of existing and new network servers based on established designs and company standards.

- Researches, evaluates and recommends purchases of network server software and hardware as directed.

- Interfaces with vendors for support, installation, enhancement and upgrades of network servers.

- May need to be available for on-call, around- the-clock support as critical network issues arise.

- May perform other duties as needed.

SPECIFICATIONS:

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

SPECIFICATIONS: (continued)

EXPERIENCE:
Six years of experience in the operation and/or maintenance of the NT 4.0 systems and network administration, with at least two 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.

COMPLEXITY:
Work is nonstandardized, complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of many 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.   The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance or work flow or to facilitate service.

External Contacts:
Level of external contact is primarily 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