

**INGHAM COUNTY
JOB DESCRIPTION**

**NETWORK ADMINISTRATOR
LEVEL I**

Summary:

Under supervision of the MIS Director, monitors, implements, manages and maintains the county's data communications network, associated hosted sites, and (or) Data Center. Provide technical support and maintenance for the county's Local Area Network (LAN) environment, storage, backup, generator(s) and UPS(s). Maintains the availability of systems to ensure county end-user productivity.

Duties and Responsibilities:

The Network Administrator Level I performs some or all of these duties and responsibilities on a daily basis:

- With direction from Network Administrators Level III configures, manages and maintains the county's files servers, storage, backup, and generator to ensure maximum network availability.
- With assistance from the Network Administrator Level III, designs, implements and maintains the county's physical and virtual server environment.
- Monitors the health of the county's servers, virus protection, backup's, and (or) Data Center.
- Maintains standards for the county's wiring infrastructure, equipment, security, vendors, routing protocols, platforms, and applications.
- Contributes in the planning, direction, and technical expertise regarding computer, network, resources, and services for both LAN's and WAN's and the world-wide Internet.
- Serves as a technical resource and technical escalation point in regards to the county's network, MIS staff and associated issues.
- Participates in county hardware and software information technology projects. Coordinates with other resources, departments, organizations and agencies as needed.
- Maintaining the integrity of the security of the county's network including password access, file access, intruder access, and protection against viruses and SPAM.
- Performs user analysis, trouble shoots problems, and follows through to resolution.
- Develops and maintains documentation of network infrastructure.
- Escalates problems and issues to management or Network Administrator III's as needed.

- Services departments throughout the County to trouble-shoot, repair, and maintain data equipment problems, including workstations, portable/laptop computers, scanners, monitors, printers, telephones, faxes, modems, and other peripherals.
- Determines the need to contract out repair work.

Minimum Job Requirements:

Associates degree in Computer Science or equivalent technical certification. Or, 3 - 5 years of Information Systems work experience in a LAN/WAN environment. Industry recognized technical certification such as a Cisco CCNA or Microsoft MCSE preferred but not required.

Possession of a valid Michigan Driver's License.

Knowledge, Skills and Abilities Required:

- Strong interpersonal and communications skills and the ability to work effectively with a wide range of people in a diverse community.
- Working knowledge of networking concepts, Routing/Switching, Operating System technologies, Security, IP, advanced protocols and the Internet.
- Systems knowledge, architecting/design skills, documentation and methodical problem solving skills.
- Must be customer service oriented.
- Must be courteous and polite.
- Excellent verbal, telephone, and written etiquette.
- Proven ability to follow instructions, work under supervision, and multi-task.
- Effective and efficient troubleshooting and problem solving skills.
- Must be reliable and possess good organizational skills.

Working Conditions and Physical Requirements:

- Ability to lift, move and inspect computer terminals, printers and related equipment.
- Ability to enter and access information from a computer.
- Capable of sitting for prolonged periods of time at a computer screen.
- Ability to access all areas of the department with data processing or communication equipment.
- Ability to operate general office equipment such as computers, copiers, fax, etc.
- Works in office conditions but may be required to visit other department locations with data processing and related communication equipment.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

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