

City of Bellingham  
**Classification Specification**

<b>CLASS TITLE</b>	Network Administrator
<b>DEPARTMENT</b>	Information Technology Services
<b>UNION:</b>	231
<b>SG:</b>	S-11
<b>CS:</b>	N
<b>FLSA:</b>	N
<b>EE04CODE:</b>	TE

**NATURE OF WORK:**

Responsible for the installation, operation, and maintenance of the City's computer network including software and hardware linking computer systems.

**DISTINGUISHING CHARACTERISTICS:**

The Network Administrator classification is distinguished from other computer support classifications by its sole responsibility and accountability for the installation, operation, and maintenance of the City's computer network, monitoring compliance and security of the network, and supervision of operations staff.

**SUPERVISORY RELATIONSHIPS:**

Reports directly to the Information Technology Services Department Director. Supervises network operations staff.

**ESSENTIAL FUNCTIONS:**

1. Supervises network operations staff by scheduling and reviewing work assignments, evaluating work performance, disciplining, and selecting new staff.
2. Troubleshoots and resolves network problems and irregularities which includes identifying problems, determining courses of action for problem resolutions, allocating resources to resolve problems, and reviewing problem resolutions.
3. Manages and evaluates network performance by using a variety of monitoring hardware and software and by modifying network server parameters to correct and/or provide better performance.
4. Provides on-call support, which includes determining severity of the problem and deciding the appropriate course of action.
5. Plans, orders, and installs network operating systems, software, and communication equipment by analyzing current status of operating systems and applications, determining requirements and matching operating systems to hardware and applications, and testing installation and upgrading paths.
6. Determines specifications, which includes matching user and application requirements to appropriate network and communications equipment and selecting vendor after researching ability to meet specifications of equipment, service, and delivery.

7. Develops and implements network back-up strategies, policies, and procedures by determining back-up schedules and retention periods of back-ups, archiving back-ups, and determining off-site storage for back-ups.
8. Develops, implements, and monitors security practices and policies which include generating and reviewing network logs to determine health of network, security breaches, mail delivery status, back-up and restore successes and failures, and determining corrective actions to rectify failures and inconsistencies.
9. Consults and advises technical staff by resolving problems presented by personnel and offering solutions and courses of action.

#### **ADDITIONAL WORK PERFORMED:**

1. Performs related duties within the scope of the classification.

#### **KNOWLEDGE AND SKILLS:**

- Knowledge of:
- Standard operating procedures and protocols of computer operations;
- Computers, software, and databases;
- Communications protocols;
- Network back-up procedures and concepts;
- Basic MS DOS and Windows systems;
- System file structures;
- Hardware configuration;
- Network and desktop operations concepts;
- Maintenance of tape library and external storage system.
- Scheduling systems.
- Ability to monitor and evaluate the performance of personnel.
- Ability to organize, prioritize, and assign daily tasks.
- Ability to set up, diagnose, and repair servers, personal computers, terminals, and workstations.
- Ability to operate and monitor complex and technical network and communications equipment.
- Ability to read and interpret instruction manuals and troubleshoot and solve hardware and software problems.
- Knowledge of data storage and retrieval for archival purposes.
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees, and the general public.

#### **WORKING ENVIRONMENT:**

The work performed is in an office environment with frequent visits to customer worksites. Works extensively at a computer workstation. The work involves occasionally inspecting cables in floors and ceilings to identify and solve problems. Works with a variety of hand tools and computer diagnostic equipment to identify, repair and solve problems.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Bachelor's degree in computer science, information systems management, business computer programming, mathematics, or related field required.
- A minimum of five years of progressively responsible experience working with computer software applications, including network software and hardware troubleshooting and repair is required.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

**NECESSARY SPECIAL REQUIREMENT:**

- Successful completion of a Police Department criminal convictions records check prior to hire.
- Valid Washington State driver's license and good driving record. Must provide a three-year driving abstract prior to hire.

**PREPARED BY:** L. Hill  
F. Anderson

**REVIEWED BY:** \_\_\_\_\_  
Felix Anderson, Director  
Information Technology  
Services