

**ADMINISTRATIVE SERVICES DEPARTMENT  
INFORMATION TECHNOLOGY DIVISION  
NETWORK ADMINISTRATOR**

**GENERAL DUTIES:** Under direct supervision of the Information Technology Director, is responsible for installation, administration and maintenance of enterprise Windows NT servers and the LAN and WAN operation infrastructure in a Microsoft environment. This includes system upgrades, system documentation, daily administration, and problem resolution as well as assisting staff and users in problem resolution related to hardware, software and communication issues. The Network Administrator will also participate in the design, planning, and execution of infrastructure to support new applications and technologies. This Exempt, Professional level position is also expected to handle material efficiently, confidentially, and in a professional manner.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risks to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Analyze, plan, coordinate, support, and administer the citywide network that includes Transmission Control Protocol/Internet Protocol (TCP/IP), local area networks and wide area networks.
2. Perform software builds, releases and deployment; configures and manages software installed on the network.

3. Participate in the support of the Information Technology Division work plan.
4. Identify the source of operating problems, including hardware and software aspects for personal computer systems; analyze and assess the nature and degree of the problem and implement or recommend corrective action.
5. Maintain, modify, and assist in personal computer network configurations and interfacing.
6. Assist in the analysis and evaluation of vendor supplied software and hardware products in accordance with city requirements and specifications; assist in or coordinate the acquisition, installation, and application of vendor products.
7. Provide consultation and technical assistance to department users in the selection, operation and maintenance of personal computers; serve as the network specialist regarding the ongoing management of data on file servers and optimization of network performance.
8. Maintain the security and accessibility of the network including firewall administration.
9. Plan, support and administer data backups on all platforms, including an off-site disaster recovery plan.
10. Compile and maintain server and network documentation and establish appropriate procedures.
11. Maintain expertise in City standard hardware and software products along with awareness of current advances in technology as they relate to City needs and objectives.
12. Provide computer training classes to City staff.
13. Cross train with, and serve as a back-up to, other Information Technology staff as directed.
14. Perform related responsibilities as assigned.

**REQUIRED SKILLS, KNOWLEDGES, AND ABILITIES:**

**SKILLS:** Skill in:

1. The design, implementation, and management of local area and wide area networks.
2. Configuration and the use of office automation software.
3. Project management.
4. Following oral, written, and coded instructions.

5. Independently preparing clear, concise technical reports and documentation.
6. Reading and interpreting complex technical manuals and procedures.

KNOWLEDGE: Knowledge of:

1. Network server and desktop computer operating systems, including Microsoft's Windows New Technology (NT) and NT Server.
2. Operating characteristics, capabilities, limitations, and service requirements of personal computers and related peripheral equipment.
3. Diagnostic utilities used in a multi-platform environment.
4. Database set-up, design, and implementation in a networked server environment.
5. Firewall administration and other security measures.
6. Administration of remote access utilities.
7. Customer service techniques.
8. Current trends and developments in the field of personal computer technology.
9. Modern office procedures, methods, and computer equipment.

ABILITIES: Ability to:

1. Use dexterity to climb or crawl to install cable in areas of close tolerance and to clean delicate computer equipment.
2. Lift at least fifty (50) pounds.
3. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies, and the general public.
4. Work independently with minimal supervision and use of considerable judgement and initiative are required in resolving problems and making recommendations.
5. Work at heights and in confined spaces.
6. Identify, analyze, and assess personal computer and network administration problems and take appropriate corrective action.
7. Observe and problem solve operational and technical deficiencies.

8. Install, monitor, modify, and maintain systems software and prepare complex computer programs for business applications.
9. Analyze and evaluate software and hardware products and upgrades.
10. Identify and conceptualize user information needs; evaluate existing system and software/hardware capabilities relative to those needs; and implement changes/adjustments or make recommendations as appropriate.
11. Explain technical concepts in non-technical terminology and train others in the operation and application of personal computer systems.
12. Analyze situations quickly and objectively to determine the proper course of action.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone
4. Copier
5. Calculator or 10-key adding machine
6. Facsimile machine
7. Typewriter
8. Microfiche reader
9. Polaroid or digital camera
10. Automobile
11. Paper shredder
12. Paper cutter
13. Computer scanner
14. Specialized computer hardware
15. Specialized tools and equipment used in installing and repairing computer equipment.
16. Handcart or dolly
17. Splicing equipment
18. Grounding straps
19. Pager or two-way radio

**PHYSICAL DEMANDS:**

Under typical office and field conditions, employee will perform the following physical activities which include handling computer monitors, CPU's, printers, fax machines, files, books, binders, and boxes of work material or equipment:

1. Sitting, for prolonged periods of time working at a computer or attending meetings
2. Walking, to and from different facilities to install or repair computer equipment.
3. Standing, while installing computer equipment, or working in the office.

4. Kneeling, when installing or repairing computer equipment.
5. Bending/stooping, when installing or repairing computer equipment.
6. Squatting/bending, when installing or repairing office or computer equipment.
7. Crawling, when installing or repairing computer equipment.
8. Climbing, ladders or stairs when working with cables or wiring equipment.
9. Balancing, when using ladders and replacing and installing computer equipment.
10. Twisting, when installing or replacing computer equipment in all facilities.
11. Reaching, when working with computer cables and wiring, and all office materials.
12. Carrying, equipment and tools when installing or repairing a computer, monitor, printer, etc.
13. Pushing/pulling, handcart when replacing or installing computer equipment.
14. Lifting at least 50 lbs., when replacing, installing, or repairing computer equipment.
15. Driving, to other facilities to install or repair equipment, in addition to purchasing supplies and attending meetings and training.
16. Speed, in meeting deadlines and using office equipment.

### **SENSORY DEMANDS:**

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, fax machine, copier, calculator, adding machine, paper shredder, paper cutter, camera, automobile, and specialized equipment used in the installation and repair of computer equipment. When working in the field and utilizing a vehicle, all senses are used.

1. Seeing, colorvision is necessary when working with electrical wiring and cables.
2. Speaking
3. Hearing
4. Touching

### **ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. Indoors: Typical office conditions, over 80% of the time, servicing all City facilities.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, copiers, radios, and typewriters.  
(There is a higher noise level when working in the computer room which houses the servers.)
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment, in addition to crawling under buildings or in confined ceiling areas when running cable or checking equipment.

Field Conditions:

1. **Indoors:** Typical field conditions, approximately 20% of the time, during delivery, installation, and maintenance of computer equipment throughout City facilities.  
Confined space: In addition, may be required to crawl or work in confined spaces above the ceiling or below the flooring of each facility.
2. **Travel:** Under varying conditions via automobile or plane, less than 5% of the time.
3. **Flooring:** Asphalt, carpeting, linoleum, tile wood, uneven surfaces, etc.
4. **Noise Level:** Varying low to high equipment noise, while working in the Main Computer Room or with equipment such as a copy machine, printer, or other computer equipment.
5. **Lighting:** Conducive to normal office settings, but may also work in poorly lit areas under the flooring or above the ceiling when running cable or working on computer wiring.
6. **Ventilation:** Heating and air conditioning provided by a vehicle or facility or may be restricted when working below the flooring panels or above the ceiling tiles.
7. **Dust or Fumes:** Normal, outdoor levels and extremely dusty and dirty crawl spaces above the ceiling and below the flooring of all City facilities.

**HAZARDS:**

Mechanical and electrical exposure is low to high, when installing or repairing computer equipment. Exposure is minimal when properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, camera, radio, paper shredder, or paper cutter. When traveling in the field, there is some exposure to mechanical hazards while utilizing a vehicle.

**ATMOSPHERIC CONDITIONS:**

On occasion, some exposure to fumes from solvents and cleaners occurs when performing routine maintenance or repair of computer equipment. Minimal to low exposure to fumes occurs in the typical office environment which may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, EXPERIENCE, AND QUALIFICATIONS:**

1. Bachelor's degree in computer science, information systems, or related field of study from an accredited college or university.
2. Completion of an educational or vocational training program which certifies the training necessary to successfully perform the duties and responsibilities of the City of Gilroy's Network Administrator position may, at the discretion of the City of Gilroy, substitute for the Bachelor's degree requirement noted above.
3. Three years of increasingly responsible experience in network administration, operation and support which has included the following: experience administering Internet connectivity

and performing Intranet web maintenance; experience utilizing remote network access software products; and experience in administration of computer networks using Windows New Technology (NT) Server. Experience working in a public agency is desired, but not required.

4. Proficiency in the configuration and set-up of Microsoft's office automation software used by the City of Gilroy.
5. Microsoft Certified System Engineer (MCSE) Windows NT Server 4.0 required within one year from date of hire.
6. Pass a post-offer medical examination, which includes a drug test.
7. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
8. May be subject to various shifts and/or weekends as required or routine callback.
9. Pass a detailed background check including a Department of Justice criminal record check for employment.
10. Prefer non-tobacco user.