



Senior Network/Server Administrator

Class Code:
TBD-CM

COUNTY OF SAN BENITO
Established Date: January, 2022

DEFINITION:

Performs highly complex duties in the design, development, installation, upgrade, integration, administration and maintenance on County services and functions wired and wireless network infrastructure; monitors network servers, equipment and devices for performance and stability; designs, installs and monitors network security devices, software, protocols and processes; serves as a technical advisor on difficult and complex network, communication and configuration issues; and performs related duties as assigned.

REPORTS TO

Information Technology Manager or designee.

CLASSIFICATIONS SUPERVISED

May provide supervision over professional, technical and support staff.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 50 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed both in an office environment and other County locations; must be willing to travel, as needed, to supported locations; may be required to respond to night and weekend emergency calls; continuous contact with other staff, other agencies and the public.

EXAMPLES OF DUTIES:

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Design, conduct site survey, install and maintain wireless access points and associated wireless equipment, devices and software throughout County locations; create and maintain firewalls and authentication servers and encryption methods to wireless access points; create and maintain wireless domain services to allow wireless roaming; troubleshoots and resolves wireless interference, connectivity, performance and security problems.

Troubleshoot, diagnose and resolve server connectivity and performance issues; administer network standards and policy, including naming conventions and address protocols; monitor, analyze and manage network traffic and other conditions to achieve optimal performance and uptime; analyze data to minimize network congestion.

Analyze network capacity and growth requirements and recommend network infrastructure upgrades and enhancements to meet long-term County needs; develop plans for server room expansion including rack space, floor space, cooling and power requirements; installs server racks, uninterruptible power supplies and other server support equipment; develop specifications for network hardware, software and cabling upgrades and enhancements.

Design, install and administer new security systems, methods, and policy; create and maintain security rights on network resources; maintain and administer the firewall rule base and authentication systems; monitor for network intrusions and security breaches; implement and enforce the enterprise network security policy and remote access standards and guidelines.

Work independently on large-scale and/or complex network projects, as well as other large and/or complex projects, as assigned.

Performs system and network configurations, upgrade, deployment, problem resolution, performance monitoring and administration of network server hardware, storage, operating systems, applications and communications links.

Performs project leadership functions for network installation projects; participates in planning and managing large migration and conversion projects; creates network management scripts to automate software installation, workstation management and network resource assignments; create scripts to automate bulk configuration changes.

Administers daily LAN/WAN operations and performance, adjusts and upgrades LAN/WAN hardware, software, applications and storage to maintain performance requirements.

Researches and evaluates hardware and software for compatibility, serviceability, design and performance; develops specifications and recommends the purchase of computer/network related hardware and software.

Develop prototype systems to test for integration, feasibility and reliability; conducts cost benefit analyses; participates in the selection of vendors; develops support and training materials for user support staff on new technologies and their integration in the County network infrastructure.

Monitors trends and developments in systems, networking, security, and multi-platform communication technologies; consults with vendors and other sources on industry and product direction, functionality and capabilities.

Provides backup support to other members of the network services and user support team.

Performs other related duties as assigned or requested.

All duties of the Desktop/Server Administrator are included and may be assigned to this position.

TYPICAL QUALIFICATIONS – TRAINING & EXPERIENCE:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education: Bachelor's degree in Computer Science, MIS, Information Systems, Business Administration or related fields preferred.

Experience: Minimum six (6) years of progressively responsible and related experience supporting servers, workstations and multi-layered networks in an environment with 500+ clients and servers.

KNOWLEDGE OF / ABILITY TO:

Knowledge of:

Design, configure, manage and maintain the operations of complex wired and wireless network systems to achieve optimal technical performance and user support.

Troubleshoot complex network hardware, software and/or connectivity problems and make modifications and fixes to resolve problems.

Develop conceptual frameworks and apply state-of-the-art technology to the design and management of operating systems and network infrastructures.

Perform business and functional analyses and reach sound conclusions regarding customer needs and requirements.

Understand and apply the analysis of functional requirements to the development of proposals, specifications and recommendations for efficient, cost-effective network systems and technology solutions.

Establish and maintain project schedules and balance responsibilities for multiple projects to ensure timely, high-quality results.

Principles, practices and techniques of technical problem resolution of computer systems and networks.

Windows 2012/2016/2018/2019 Server and network administration and optimization

MS Exchange, SQL Server, IIS, DHCP and DNS administration

Active Directory and security management

Automation of client and server administration via scripts

Network administration through the use of Group Policy Objects

Methods of ensuring efficient systems and network operation and maintenance

Network switch and router configuration

Current data communications techniques and technologies

Ability to:

Assess customer needs, set priorities and allocate resources to most effectively meet needs in a timely manner.

Prepare clear, concise and accurate system documentation, reports of work performed, and other written materials.

Make sound, expert independent decisions within established guidelines.

Communicate clearly and effectively orally and in writing.

Work collaboratively and effectively as a project leader and team member.

Establish and maintain effective customer-focused working relationships with managers, customers, vendors, consultants, employees and others encountered in the course of work.

Provides backup support to other members of the network services and user support team.

Performs other related duties as assigned or requested.

Establish and maintain effective working relationships and provide excellent customer service.

Perform project management including scheduling, developing critical paths, tracking, contingency planning, resource allocation, and team leadership.

Design and write scripts to automate network administration tasks.

Develop long-range systems and network strategies.

Communicate effectively both verbally and in writing.

Communicate and follow the newest security threats and implement solutions.

SPECIAL REQUIREMENTS:

Possession of, or the ability to obtain, a valid California Driver's License.

Incumbents may be required to work irregular hours and perform on call duties.

All County employees can and will be called upon to act as Disaster Workers when needed.

In the event that an employee changes class, or if requirements are changed after initial appointment, employees may be required to submit to a background investigation.

SUPPLEMENTAL INFORMATION:

The contents of this class specifications shall not be construed to constitute an expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of San Benito assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a "meet and confer" process and are subject to the Memorandum of Understanding currently in effect.