

# CITY OF TUALATIN

## Classification Description

**Job Title:** Network Administrator  
**Department:** Information Services  
**Reports To:** Information Services Manager  
**FLSA Status:** Non-Exempt/At Will

**SUMMARY:** Under general direction, assists in planning, designing, and coordination of the City's information technology network. Acquires, installs implements and maintains the City's networked systems including wiring, communication hardware and software, server hardware, operating systems, network management software, server hardware, operating systems, network management software and electronic mail system. Organizes and performs activities necessary for the efficient, reliable operation of the City's networks and personal computer (PC) workstations. May act as lead to Information Technology Technician.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Configures, installs, maintains and obtains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers and similar equipment essential to city-wide information systems.

Performs system administration tasks on City network systems and application software.

Monitors and evaluates network and system performance. Manages network traffic including printing, file serving and connectivity to other agencies.

Implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.

Establishes and maintains network users, user environment, directories, and security. Manages user accounts on all systems.

Installs and configures system software, networking software, an application software. Analyzes and resolves software problems. Administers anti-virus software.

Trains or directs users to training on software and equipment usage.

Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs. Communicates standards for use, operations, and security of network, personal computers, and data.

Communicates with other departments to report and resolve software, hardware, and operations problems and security violations.

Consults with Information Services Manager to develop system solutions consistent with organizational objectives.

Researches and evaluates new technologies. Consults with users to identify potential new services. Develops proposals including time, equipment and cost for implementation of new services.

Coordinates activities of hardware, software, telecommunications, support, and training vendors.

Plans, designs, evaluates, procures, installs and tests hardware and software upgrades and patches.

Performs system and data backup and retrieval. Implements disaster recovery procedures.

Collects and analyzes network and memory utilization.

Remains current with new equipment and technical developments in the field of computer technology.

Drives to city facilities, vendors, training programs, and meetings as necessary.

**COMPETENCY:** To perform the job successfully, an individual should demonstrate the following competencies

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

Attendance – Consistently at work and on time.

Cost Consciousness - Develops a budget request that reflects the objectives of the functional areas of the department. Works within approved budget.

Diversity - Demonstrates knowledge of EEO policy; Educates others on the value of diversity; Promotes a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Innovation - Displays original thinking and creativity; Develops innovative approaches and ideas.

Interpersonal Skills – Requires the ability to work as a contributing member of the organization, work productively and cooperatively with others and the public, and convey a positive image of the City and its services.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Oral Communication - Demonstrates group presentation skills; Participates in meetings.

Organizational Support - Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

Planning/Organizing - Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Inspires respect and trust; Recognizes and deals with political issues and topics.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Teamwork - Able to build morale and group commitments to goals and objectives.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

**SUPERVISORY RESPONSIBILITIES:** Supervision is generally not a responsibility of this position however, may act as lead to technicians in the division. Occasionally supervises contractors and/or interns.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Bachelor's degree in Computer Science or Information Technology. Five years progressively responsible experience in the area of information systems, specifically in the system currently being utilized in the City as well as computer applications, programming, and system operations management, or an equivalent combination of education and experience.

**KNOWLEDGE, SKILL AND ABILITY:** Thorough specialization in computer sciences to include applications, systems, system programming, computer operations, data recover and security, networks and PC-based hardware and software. Working knowledge of management and administrative practices, computer equipment operating characteristics, and principles of fund accounting. Ability to effectively plan, develop and implement complex and multi-faceted technical systems, programs and projects. Ability to perform system development projects, to analyze information needs of users in unfamiliar specialties, to de-bug and modify programs. Ability to communicate highly technical concepts to all levels of employees, and to clearly write in a technical format. Ability to install and operate computer equipment and software. Employee must have the ability to attend night meetings, attend out of town meetings and work a flexible schedule subject to the operational needs of the City.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Possession of, or ability to secure possession of, a valid Oregon driver's license.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work is performed mostly in office settings with extensive computer workstation inflexibility. Office environment is fast paced and characterized by frequent deadlines/interruptions and moderate noise level.