



CLASS SPECIFICATION FOR:

IT Network/Telecommunications Administrator II

General Statement of Duties:

Designs, recommends, tests, modifies and maintains LAN and WAN hardware; services and maintains larger and more complex and varied hardware and peripherals; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and performs more complex design, configuration and operation of DHCP & DNS networking services; troubleshoots and resolves network issues; diagnoses and repairs copper and optical fiber problems. Handles routine issues independently; complex issues are handled with guidance and supervision. Work is performed under the direction of the IT Manager.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Proficiently performs all the tasks, duties and responsibilities of the IT Network/Telecommunications Administrator I level as assigned;
- Performs more complex design, configuration and operation of DHCP & DNS networking services;
- Designs, recommends, tests, modifies and maintains LAN, WAN hardware;
- Monitors network and systems performance and makes adjustments as needed;
- Works with vendors as needed to troubleshoot and identify solutions;
- Implements identified approved solutions;
- Independently designs, installs, terminates, tests, maintains and repairs low voltage voice, video and data cabling (both fiber and copper cabling);
- Independently diagnoses and repairs copper and optical fiber problems;
- Independently determines telecommunication closet (IDF's and MDF) and equipment layouts and install closet hardware including connecting blocks, racks, patch panels and fiber enclosures;
- Services and maintains larger and more complex and varied hardware and peripherals
- Creates and maintains related documentation;
- Assists with special projects as assigned;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current working knowledge of database development, management and optimization as well as related hardware, software and peripherals used by the County;
- Attends all scheduled training and meetings;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Requires sound working knowledge of LAN and WAN design and management theory and practice; requires strong skills in working with LAN and WAN networks, DHCP server parameters, related set-ups including various cabling and fiber distribution systems, and troubleshooting techniques; strong troubleshooting and diagnostic skills; strong working knowledge of Internet backbone connectivity and the Domain Name System (DNS); sound working knowledge of telecommunications system architecture; sound knowledge and understanding of County's operational needs and end-users' needs related to centralized hardware, systems, software, for networks along with network services, equipment and devices, which may also include cabling, A/V + telecommunications equipment upgrades, expansions and replacements; strong computer skills with good problem solving/troubleshooting skills and the demonstrated ability to synthesize data provided by end users, identify technical issues, identify and implement appropriate resolution to solve a variety of technical issues; excellent interpersonal and communication skills with the ability to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to create and maintain accurate technical documentation; excellent interpersonal and communication skills with the ability to partner effectively and establish and maintain a good working relationship with IT staff and County staff; strong computer skills with ability to proficiently use computer and typical business software and applications as well as related peripherals and wireless devices; physical condition that permits the activities necessary in and inherent to the assigned duties such as manual dexterity; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and



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department staff Countywide; ability to work independently and recognize when to elevate issues for guidance or resolution; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County and IT Department with end users in various department Countywide. May occasionally require ability to work a flexible schedule or work at various locations Countywide as needed.

Minimum Education and Experience:

Education: Two year degree in a relevant IT field;

Experience: Two (2) years of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to provide support at various locations Countywide.