



CLASS SPECIFICATION FOR:

IT Network/Telecommunications Administrator Senior

General Statement of Duties:

Performs complex technical support work installing and updating LAN operating systems and communication WAN software and hardware, and all related hardware and software; creates accurate complex specifications; manages special projects; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and plans, designs, configures and maintains complex LAN, WAN hardware and firewalls; provides ongoing, regular maintenance, support, planning and deployment/upgrade for systems; creates and maintains accurate design specifications, installation instructions, and other system-related technical and training information; and analyzes, troubleshoots and resolves network issues. Handles complex issues with minimal oversight. 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, II and III levels as assigned;
- Evaluates current and emerging technologies factors and makes recommendations to support departments' short-term and long-term operational needs;
- Accurately documents and maintains design specifications, installation instructions, and other system-related technical and training information;
- Assists with the development of technical specifications for bids and contracts;
- Performs complex technical support work installing and updating LAN operating systems and communication WAN software and hardware, and all related hardware and software ;
- Conceptualizes, initiates, plans/designs, and executes County-wide projects, includes leading project teams;
- Assists with the RFP process for services and equipment;
- Manages special projects of all sizes and degrees of complexity from concept to completion;
- Leads special project teams;
- Serves as lead worker and SME providing support and guidance cross-functional work teams;
- Acts as IT Manager during absences;
- Creates technical documentation and communicates complex technical information to non-technical audiences (oral and written) in user friendly language;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current comprehensive 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 comprehensive knowledge of LAN and WAN design and management theory and practice; comprehensive skills in working with LAN and WAN networks, DHCP server parameters, related set-ups including various cabling and fiber distribution systems, and troubleshooting techniques; extensive experience in network systems, LAN, WAN, enterprise network design, intra- and inter-nets, hub connectivity, router configuration and management, fiber optic network design, and network security administration; comprehensive network support skills with comprehensive working knowledge of Ethernet routing switches, web filtering, bandwidth management, quality of service techniques, wireless AP's and security switch devices that include SSL-VPN & IPSEC VPN; comprehensive troubleshooting and diagnostic skills; comprehensive working knowledge of Internet backbone connectivity and the Domain Name System (DNS); comprehensive working knowledge of telecommunications system architecture; comprehensive 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



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issues, identify and implement appropriate resolution to solve a variety of technical issues; critical thinking skills with the ability to problem solve and make sound decisions, including but not limited to under pressure; 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; basic supervisory skills including the ability to train, coach and mentor as well as foster and maintain high morale and engagement; sound project management skills sufficient to manage assigned project and related resources to completion; 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; ability to multitask and effectively manage competing priorities and make sound decisions; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and 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: Four year degree in a relevant IT field;

Experience: Four (4) 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.