CITY OF SANTA CRUZ
NETWORK ADMINISTRATOR

Reports to: Information Technology Network Manager
Supervises: IT Specialist IIs and/or IIIs
Bargaining Unit: Management

BASIC FUNCTION

Under direction, analyzes, plans, coordinates, and supports the City's information systems; administers local and wide area networks; supervises technical support staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the next higher classification of Information Technology Network Manager in that the latter classification supervises the entire network division whereas a Network Administrator primarily has responsibilities in a particular City facility such as Waste Water or Water. The Network Manager performs duties such as establishing and implementing goals, policies and operating procedures for the division; and prepares and implements the division's budget in addition to supervisory responsibilities;

TYPICAL DUTIES (*May include, but are not limited to, those duties listed below*.)

- Analyzes, plans, coordinates, supports and administers the citywide network that includes Transmission Control Protocol/Internet Protocol (TCP/IP), local area networks and wide area network.
- Performs software builds, releases, and deployment; configures and manages software installed on the network.
- Maintains the security and accessibility of the network, including firewall administration.
- Plans, supports, and administers data backups on all platforms, including an off-site disaster recovery plan.
- Supervises, trains and evaluates technical support staff.
- Provides assistance to staff in resolving difficult technical problems.
- Plans, organizes, and assigns staff to serve at the customer help desk.
- Coordinates and performs installation and maintenance of computer hardware and equipment.
- Interacts with vendors to identify and resolve hardware and software problems.
- Participates in planning for information systems, including needs assessment and capacity planning.
- Compiles and maintains server and network documentation and establishes appropriate procedures.

- Maintains expertise in City standard hardware and software products, and awareness of current advances in technology as they relate to City needs and objectives.

MINIMUM QUALIFICATIONS

Knowledge:

- Design, implementation, and management of local area and wide area networks.
- MS Network server and desktop computer operating systems.
- Configuration and use of office automation software.
- Project management techniques.
- Principles and practices of supervision.
- Diagnostic utilities used in a multi-platform environment.
- Database setup, design and implementation in a networked server environment.
- Firewall administration.
- Administration of remote access utilities.

Abilities:

- Administer local and wide area networks.
- Administer VPNs (virtual private networks), firewalls, intrusion prevention and detection software.
- Plan, implement, and coordinate major automation projects.
- Diagnose hardware and software problems and take effective action.
- Supervise, train, and evaluate technical staff.
- Communicate effectively, orally and in writing, including communicating technical information in non-technical terms.
- Establish effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the knowledge, skills, and abilities required is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- Bachelor's degree in Information Systems, Computer Science, or a closely related field; and
- Three (3) years of responsible experience in network administration, operation, and support; and
- Some supervisory experience.
- Successful completion of City of Santa Cruz's Supervisory Training program (2008 or later) is accepted in lieu of the required supervisory experience.

LICENSES

Possession at time of hire and continued maintenance of a valid California driver's license and safe driving record, or ability to provide suitable transportation that is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

- Microsoft Certified System Engineer (MCSE) Windows Server 2003 and 2008.
- Proficiency in the configuration and setup of Microsoft's office automation software used by the City.
- Advanced knowledge and experience implementing and maintaining Microsoft based web servers utilizing IIS.
- Experience utilizing remote network access software products.
- Experience configuring, maintaining and backing up MS SQL.
- Microsoft SQL Server Certified Technology Specialist (MCTS) or Microsoft Certified IT Professional (MCITP) certification.
- Experience writing MS SQL and using other programming languages.
- Advanced skills in authoring Transact-SQL database inquiries.
- Experience writing complex reports using Crystal Reports or Microsoft Reporting Services.
- Experience in two or more scripting/programming languages: MS Powershell, MS Visual Studio, MS Windows Script Host, JavaScript, Shell Script, Perl, ASP, C, or C++.
- Knowledge and experience in installing, deploying and supporting VMware software.
- VMware Certified Professional (VCP) or VMware Certified Advanced Professional (VCAP).
- Experience with application streaming and VMware desktop virtualization.
- Knowledge of network security principles.
- Experience with MS Active Directory Group Policies.
- Experience working in a public agency.
- Experience with computerized maintenance management systems (CMMS), supervisory control and data acquisition (SCADA), and laboratory information management systems (LIMS).

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