Administrator, Network

FLSA Status: Exempt
Pay Grade: 22
Job Title ID: 19255
Job Series/Job Family: Information Technology Series / Network Services Family

Reports To

Director, Network Services

Job Purpose

To maintain, configure, support and administer ACC voice/video/data network systems and equipment; provide professional-level network support functions, and customer assistance services for complex issues.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Configures, maintains, supports and administers WAN/LAN components, hardware, and software.
2. Performs trouble-shooting support to diagnose complex system problems; analyzes hardware and software functionality; identifies, locates, resolves and repairs problems within scope of authority.
3. Monitors network connections, and assures the network operability and security; monitors bandwidth and connectivity status of network devices; assures system stability, accessibility and proper configuration of assigned technical systems and components.
4. Monitors network environment; resolves configuration and connectivity issues, and other traffic, security and access problems; checks network for operating efficiency, makes corrective adjustments; sets up and repairs network hardware as required.
5. Analyzes problems and implements solutions according to department guidelines and procedures.
6. Tests new software code releases, evaluates new technology, and assess compatibility and integration options with existing equipment and operating systems.
7. Reports technical problems which need to be addressed by improved policies and procedures.
8. Provides technical support, training and assistance to technical staff; trains users on software applications usage and configuration issues.
9. Collects technical and administrative information and compiles data for reports.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- WAN's and LAN's technologies and protocols.
- Networked systems access and security guidelines and procedures.
- Network performance tuning and trouble-shooting techniques.
- Current trends and information sources for managing network systems.
- Project planning and management principles.
- System and disaster backup and recovery procedures and techniques.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Installing, maintaining, modifying, and upgrading network software and hardware.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Assessing network support needs and developing and promoting effective solutions.
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills, including attention to detail and follow-through.

Computer Skills

Required

- Demonstrated professional-level technical proficiency in managing videoconference equipment and network domain.

Physical Requirements

Required

- Occasional lifting and carrying of objects up to 50 pounds with assistance.
- Subject to walking, standing, sitting, bending, stooping, kneeling, climbing, reaching overhead, pushing, and pulling.
- Work is performed in a computer laboratory and office environment

Work Experience

Required

- Two years LAN/WAN work experience in a complex networked environment.

Preferred

- IP Telephony and Unified communications. Experience and knowledge of Windows Server Linux/Unix and MS Exchange. Working knowledge of video and telephony protocols (i.e., H.323, SIP, MGCP). Configuration, Installation, Maintenance of Cisco Call Gateways, Call Manager, Unity.

Education

Required

- Associate's degree, or educational equivalent, in CIS, MIS, or related field; or equivalent education and/or work experience..

Licenses/Certifications

Required

- Valid Texas Driver's License. Specific technical network/server/equipment certifications may be required.

Other

Required

- Reliable transportation for local Austin area travel.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.