

Alameda County Office of Education

JOB TITLE: Network Administrator (Range 23 CSEA)

JOB SUMMARY:

Provides administration of ACOE's network systems and monitors connections to ACOE clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Monitors and supports network connection and systems for ACOE and ACOE clients; investigates and resolves problems.

Installs, configures, and supports Total Traffic Control servers; maintains email spam filtering; develops and enforces web content filtering policies.

Administers and maintains SUN Solaris systems; maintains servers, manages storage and email systems.

Provides Microsoft Windows systems support; installs, configures, maintains, and administers servers; configures network connections; provides support for print servers; develops and supports strategies for file server implementation.

Sets up, configures, administers, and maintains Active Directory; maintains security.

Administers and maintains e-mail systems; configures and maintains email servers and related systems; monitors performance.

Administers and performs first level support for IP Telephony system; configures and maintains phone devices; troubleshoots problems.

Maintains ACOE antivirus policy; sets up, configures, upgrades antivirus servers/clients; develops procedures for fighting security problems; cleans up the network in case of infection.

Installs and provides support for open source based applications.

Installs, configures, and supports firewall.

Supports, maintains, and develops user account information including rights, security, and systems groups.

Provides programmatic solutions to operational problems discovered by other administrators and developers.

Monitors and performs network traffic management.

Attends to day-to-day administrative tasks such as reviewing logs, performing security sweeps, maintaining disk usage levels, and reviewing performance data.

Installs new applications and OS releases.

Manages automated backup; restores data as necessary.

Provides technical expertise to members of the Network Operations team.

Network Administrator (continued)

Installs, configures, and upgrades hardware and firmware.

Performs related duties as assigned.

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.

ABILITY TO

Administer network systems.

Administer DNS and e-mail.

Organize and coordinate network administration activities.

Establish, maintain effective relationships.

Meet schedules and time lines.

Plan and organize work.

Maintain records and prepare reports.

Communicate effectively orally and in writing.

KNOWLEDGE OF

WAN and LAN data, communications technologies and products.

Network systems and applications.

TCP protocol suite including INS (Internet Name Service), SMTP (Simple Mail Transport Protocol), POP (Post Office Protocol), etc.

Network administration configuration and trouble shooting.

Various Network Management Systems.

Firewall administration.

Goals, policies, and objectives of the department and network systems administration.

Operation of computers and related software.

Customer support techniques.

Department operations and policies.

Interpersonal skills.

EDUCATION and/or EXPERIENCE

Bachelor's degree in a systems technical discipline; three years related experience with network systems configuration; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid California drivers license.

Preference: CNE (Certified Network Engineer), MCSE (Microsoft Certified System Engineer), CCNA (Cisco Certified Network Associate), and/or CCNP (Cisco Certified Network Professional).

LANGUAGE SKILLS

Ability to read and interpret documents such as operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Advanced technical mathematics sufficient to understand and administer network operating systems.

Network Administrator (continued)

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS *The physical demands 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. The employee frequently is required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing 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 regularly works in inside environmental conditions and regularly works with a video display terminal for prolonged periods. The employee may be required to drive a vehicle in the course of employment, may be required to attend evening meetings, travel, and work evenings or weekends. The noise level in the work environment is usually quiet.

Approved By: Personnel Commission

Approved Date: January 15, 2009