



JOB DESCRIPTION

TITLE: Network Administrator
DEPARTMENT: Information Services
GRADE: 19
FLSA: Exempt
EEO DESIGNATION: Professionals
REVISION DATE: 11/03/2020

POSITION SUMMARY

Acts as the initial customer contact in resolving customer problems relating to information technology and provides immediate solutions whenever possible. Evaluates, prioritizes, and resolves problems reported by computer users. The Network Administrator performs a variety of working level computer operations duties as needed to expedite data processing and printing functions. The Network Administrator works under the direction of the IT Director and provides backup coverage for the IT Director.

ESSENTIAL FUNCTIONS:

- Recognizes, diagnoses and independently acts/resolves commonly occurring machine stoppage and error situations which include: PCs, Cell phones, E-mail and Faxing problems, password conflicts, and general computer help such as network access.
- Ability to maintain cooperative relationships with those contacted in the course of work activities.
- Provides general assistance with word processing problems, spread sheet issues, internet questions and printer routing questions.
- Working knowledge and understanding of Microsoft products, PCs and networks and other office equipment (e.g. phone system, printers).
- Processes hardware repair and replacement with appropriate vendors.
- Creates backup files for the City's information systems as directed by the IT Director.
- Performs some core network and server maintenance functions.
- Performs other related duties as directed.

MINIMUM QUALIFICATIONS:

An Associate degree in computer science or an equivalent combination of education and experience. Two (2) years of technical computer customer service experience. Ability to communicate effectively with and to work well with supervisors, co-workers, and employees in other departments. Ability to follow city policy, establishes priorities, concentrate on tasks accurately and accomplish duties in a timely manner. Must possess a valid Utah Driver's License.



KNOWLEDGE, SKILLS AND ABILITIES

1. Has the skills and abilities in advanced computer software and hardware operation and routine technical maintenance of computers.
2. Skilled in written and verbal communication.
3. Knowledge of data communication options.
4. Knowledge of various computer applications including word processing, databases, Internet, and spreadsheets.
5. Skilled in the operation of the Windows operating environment.
6. Ability to answer technical questions regarding the operation of software and hardware.
7. Consistently exercise initiative in using time productively and without close supervision. Able to handle confrontational situations and make sound decisions. Project a professional image when serving the public, responding with a high degree of accuracy and with a high level of courtesy and a strong public service orientation. Establish and maintain effective working relationships with both internal and external customers.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

Generally comfortable conditions. Person in this position is required to work at a computer station for long periods of time. Talking, hearing and seeing required in the daily performance of job duties. Position may require walking, standing, stooping, sitting, reaching, etc. Position requires the ability to safely pick-up and move computers, printers, monitors, battery systems and servers. Some travel may be required in order to perform the duties associated with this position. This position requires a memory for details, emotional stability and discriminating thinking. This position also has exposure to stress and time deadlines and may have irregular work hours during unforeseen outages.

The City of Draper is an equal opportunity employer without regard to race, color, religion, national origin, disability, genetic information, sex or age.

The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all job-related duties and responsibilities that an employee may perform. An employee in this position will be required to perform any other job-related duties required by their supervisor. This job description is not intended to and does not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.