Salt Lake City Corporation, Human Resources Department

Job Title: **Network Support Administrator II**

Job Code Number: **001396**

Pay Level: **025**     FLSA: **Non-Exempt**     EEO Code: **3**

Bargaining Unit: **300**     Benchmark: **Network Systems Engineer II**

## JOB SUMMARY:

Under the guidance of the Network Support Team Manager, the Network Support Administrator II coordinates and completes tasks pertaining to supporting customers that use City computer, phone, and data network resources.  This includes planning, coordinating, installing, configuring and maintaining networked desktop computers, laptops, mobile devices, printers, phones, data equipment, and software for City departments.  Responsibilities will also include providing onsite technical support at off-site buildings, working with the Software Support Team and the Software Engineering Team regarding software and application issues, working with the Network System Engineer Team in resolving issues involving network connectivity, throughput, and overall LAN performance, and mentoring and training Network Support Team I Administrators.

Various work schedules may be required to accommodate the hours that the Help Desk and onsite technical support staff are available for City customers.  Occasional weekend work and on-call work may be required.

## TYPICAL DUTIES:

1.  Assists with product implementation and/or upgrades with the Software Support Team and/or the Software Engineering Team.

2.  Coordinates with the Network System Engineer Team regarding technology needs and solutions for City departments (particularly at off-site buildings).

3.  Assists the Network System Engineer Team to develop and maintain City-wide security on the network and for remote users.  This includes the evaluation and installation of necessary software components needed to maintain a secure operating environment for the network users and departments.

4.  May serve as a primary contact for hardware and\or software vendors through which vendor provided service and support will be coordinated.

5.  Assists customers using desktop and mobile computer systems by troubleshooting complex hardware and software problems, such as system compatibility and configuration issues, hardware failures, and provides end-user training.

6.  Installs, configures, and maintains desktop and mobile computer systems using various tools such as: imaging software, package creation and deployment software, and PC remote support software. Installs, configures, and maintains network printers and associated print drivers. Installs, configures, and maintains wireless network products, such as air-cards and wireless network interface controllers (WNIC), etc.

7.  Answers and resolves trouble calls from customers over the phone and in person.  Must use and understand the call taking process and utilize the call tracking system to document all solutions and to share knowledge.

## Network Support Administrator II  - Cont.

8. Assists with PC life cycle management processes such as: technology purchasing, data retention and deletion, inventory surplus, etc.

9. Provides software integrity while meeting licensing requirements for all LAN software, including the evaluation of potential software products, maintaining licensing requirements set forth by the manufacturers and the City, and installing accurate and timely software upgrades.

10. Documents all essential technical processes and procedures ensuring that repeatable processes are in place, shared and followed.

11. Assists with network backup and restore processes.

12. Maintains an inventory of boards, connectors, and other related replacement parts for the phone and data systems.

13. Coordinates with the Network System Engineer Team to provide and maintain communications between multiple protocols.  This includes all hardware and software requirements to enable LAN communication on a standard protocol level such as TCP/IP.

14. Assists in the audio / digital video production phase of SLCTV.

15. Analyzes functionality of voice and data communication and network equipment.  This can include but is not limited to configuring, diagnosing, and repairing telephone services, VoIP services, and voicemail PBX communication systems.

16. Creates, configures, and maintains scripts and software automation. This can include but is not limited to configuring, diagnosing, repairing, upgrading, and optimizing VBScript, AutoIt, AutoHotkey, batch files, and Bash.

17. Performs various other duties as assigned.


### MINIMUM QUALIFICATIONS:

1. Graduation from a four-year accredited college with a Bachelor's degree in Computer Science, Engineering, or related field and four (4) years experience in supporting PCs (using Windows OS) and LAN administration or an equivalent combination of education and experience substituted on a year-for-year basis.

2. Possession of one (or more) of the following certifications may also be required (depending on position requirements): Microsoft Certified Systems Engineer (MCSE), or a Microsoft Certified Solutions Associate (MCSA), or a combination of 2 or more of the following certifications: Microsoft Certified Office Specialist Master, Microsoft Certified Desktop Support Technician (MCDST), Microsoft Certified Professional (MCP), HP Printer Support, HP Hardware Support, Cisco Certified Network Associate (CCNA), Cisco Certified Network Associate Voice (CCNA Voice), CompTIA A+, CompTIA Network+, CompTIA Security+.

3. Considerable knowledge of Microsoft operating systems, topologies and protocols.

4. Must be able to demonstrate considerable and highly technical knowledge of personal computer hardware, peripherals, operating systems, and network operating systems, including installation procedures, architecture and trouble-shooting techniques.

5. Knowledge of principles of data communications and related equipment.

6. Ability to communicate clearly, both verbally and in written form. Ability to listen and understand system user problems and needs.

**Network Support Administrator II  -  Cont.**

    7.   Must have a valid state driver's license or Utah Driving Privilege Card.

**WORKING CONDITIONS:**

1. Moderate physical effort.  Moderate lifting required, intermittent sitting, standing and walking. Intermittent exposure to moderate noise levels.  Comfortable working conditions.

2. Regular exposure to stressful situations as a result of human behavior and the demands of the position.

3. Attends meetings, conferences, workshops and training sessions to become and remain current on the principles, practices and new developments in assigned work areas.

*Career Ladder Note:  After all qualification requirements for a Network Support Administrator III are met (including two years experience as a Network Support Administrator II), incumbent may be promoted to a Network Support Administrator III  with approval of CIO and Department Head, provided sufficient funding is appropriated for the impacted budget year.*

**A TEN YEAR PERSONAL, CRIMINAL AND EMPLOYMENT BACKGROUND CHECK IS REQUIRED FOR THIS POSITION.**

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job.  They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.

***All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.***

**Position Review Information**
Date:  April 4, 2014
Departmental Approval: Bill Haight
HR Consultant Approval:  Keith Klemas
Compensation Approval:  David Salazar
Notes:  Language revision