Network / Systems Administrator
Tompkins County

Department: Information Technology Services and T-S-T BOCES
Classification: Competitive
Labor Grade: Tompkins County White Collar grade 16
Approved: 09/1998
Revised: 3/99; 6/01; 4/18
By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science **AND** six years full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or electronic technician; **OR**

(b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or Electrical Technology **AND** eight years of full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or electronic technician; **OR**

(c) Graduation from High School or possession of a high school equivalency diploma **AND** ten years of full-time (or the equivalent part-time and/or volunteer)experience as a computer programmer or electronic technician; **OR**

(d) Any combination of training and experience equal to or greater than that described in (a), (b), and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and technical position with responsibility for the direction, coordination and project management of work involving networking, system integration, and maintenance of related hardware and operating systems software. The work includes the study of various problems, different kinds of information sources, flow of information, adaptation of information for computer use and information output. The work is performed under the general direction of the Director of Information Services with considerable leeway allowed for planning work methods and procedures with responsibility for technical results. The work is performed in consultation with other department heads and inter-municipal representatives. The incumbent will perform other related duties as required.

TYPICAL WORK ACTIVITIES:

- Acts as Project Leader to direct and coordinate the activities of staff for work involving computers, networking, software, OS and systems integration including installation and maintenance of related hardware and software for the County departments as well as inter-municipal endeavors;
- Establishes standards for networking, hosts and servers and advocates for adoption of such standards;
- Establishes procedures for all networking and computer functions;
- Provides appropriate training for County departments on network usage and computer equipment;
- Recommends computer and network systems based on in-depth requirement analysis;
- Assists with planning the short and long range goals for networking systems;
- Assists departments in drafting and negotiating contracts for computer equipment, systems and professional services;
- Assures vendor compliance with contract specifications;
- Coordinates and supervises the evaluation, testing and installation of delivered materials;
- Provides quality control for departmental services and products;
- Insures customer satisfaction and provides feedback to increase standards of service;
- Communicates with dissatisfied customers to better implement future requests and solve immediate problems;
- Administer core-processing platforms;
- Advise and consult on network/server/application design;
- Performs a variety of computer/network hardware and software installation, configuration and training on the network;
- Assures coordination and compatibility of hardware/software systems and performs necessary stages of research and maintenance;

- Researches changing technology using trade journals and other forms of media to provide suggestions and input for future needs;
- Determines current operations and analyzes requirements for departments requesting computer support;
- Recognizes and communicates to departments the constraints of particular system programs and determines the impact of application or computer resources and what additional resources may be needed;
- Assists the user in the acceptance test and implements and monitors security of on-line programs and sensitive files.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of local and wide area network administration;
- Thorough knowledge of micro computer and related technology;
- Thorough knowledge of the principles and practices of computer programming and the capabilities and use of microcomputers, data processing, data communication and related technologies and equipment;
- Thorough knowledge of governmental functions;
- Thorough knowledge of applicable laws, rules and regulations governing the use of software, as well as the judicial and administrative interpretation related to these;
- Good knowledge of the principles and practices of systems analysis as applied to computer programming;
- Good knowledge of principles, practices, procedures, tools and equipment used in the repair and maintenance of computers;
- Skill in the operation of computer and communications equipment;
- Ability to learn new technology;
- Ability to understand and develop logic flow charts and code programs from them;
- Ability to establish and maintain effective working relationships with department heads, computer users, software contractors, and members of the public requesting service;
- Ability to plan and supervise the work of others;
- Analytical reasoning ability;
- Good judgment, resourcefulness, dependability;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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