



This is a description of the primary responsibilities, functions, and requirements of this assignment and is therefore not considered to be a comprehensive statement of every responsibility, duty, or task that may be performed. Employees may be assigned similar or related work and any other work necessary to accomplish assigned responsibilities. Individual work assignments may vary by supervisor or department.

## **JOB DESCRIPTION**

**ASSIGNMENT TITLE:**

Assistant Network Administrator

**DEPARTMENT:**

Technology Services

**EMPLOYMENT TERM:**

12 Months

**GRADE:**

G-216

**REPORTS TO:** Network System Administrator

**SUPERVISES:** None

### **JOB SUMMARY**

Responsible for assisting in the overall administration, maintenance, security, monitoring, and performance of district-wide network, technical support and related support systems to ensure optimal performance.

### **ESSENTIAL DUTIES**

1. Maintains and supports Hampton City Schools' wide area network (WAN) and ensures departmental local area networks (LANs) are operational. Installs patches and enhancements to improve efficiency. Installs related hardware and software as needed.
2. Monitors and maintains network servers. Monitors system log files, disk space, and database systems running on servers for usage levels, patterns, and anomalies. Troubleshoots software and hardware errors and failures. Determines corrective and preventative measures required to maintain servers at optimal levels. Repairs hardware and re-installs software as required.
3. Monitors the on-going operation of communication networks. Identifies existing and potential problem areas. Initiates corrective action and recommends reallocation of resources when workload conditions are not balanced.
4. Advises on and assists in refining policies and procedures related to use of technology across the division. Manages and administers enterprise e-mail services, Google apps for HCS, web filters, and other application systems as assigned.
5. Researches and evaluates emerging technology trends. Develops integration strategies and required resources for any identified or requested trends and makes recommendations to management for upgrades or changes that may be required.

6. Provides technical advice and guidance to all levels of department staff on projects requiring network support and administration to ensure infrastructure will effectively support new systems and that current system performance will not be adversely affected.
7. Assists in providing technical expertise on the design, layout, and maintenance of Hampton City Schools' telecommunication network.
8. Evaluates end-user applications for compatibility with current computer systems design policies. Identifies security issues, operating system incompatibilities, etc. Recommends and develops solutions as needed.
9. Supports a variety of application systems requiring cross-platform integration, importing/exporting of data, account credential creation, automation, interfacing and related tasks. Develops solutions as required for cross-platform operations.
10. Develops technical solutions as required to manage technology assets including client management systems, work order systems, inventory/asset management systems, monitoring systems and connectivity/access products and services.
11. Conducts technical training for staff and teachers as required. Develops documentation and other resources for effective and efficient use of technology.

<b>JOB SPECIFICATIONS</b>
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**Education**

Associate's Degree in information systems or related field.

**License**

Valid driver's license. Cisco Certified Network Associate certification preferred.

**Experience**

4-6 years network administration experience.

**Essential Technical/Motor Skills**

Ability to manipulate routers, switches, wireless access points, servers, computer hardware, software, and general office equipment.

**Interpersonal Skills**

Ability to positively interact and communicate effectively, both orally and in writing, with employees, management, co-workers, other Hampton City Schools employees, and the general public. Ability and willingness to work with all levels of school-based personnel with varying levels of technical knowledge.

**Essential Physical Requirements**

Ability to sit for long periods of time. Ability to travel to and from Hampton City Schools facilities.

**Essential Cognitive Skills**

Ability to interpret highly technical manuals covering computer hardware, software, and related concepts, principles, and practices. Ability to adapt to stringent deadlines and work with others to advance projects from conception to completion. Thorough knowledge of advanced networking principles and practices, including knowledge related to WANs, routing, Ethernet, and wireless, and remote access technologies. Thorough knowledge of the principles, concepts, and techniques of computer systems analysis and programming. Thorough knowledge of web server technologies, internet-based e-mail systems, web-based programming languages, enterprise-level software applications, computer design, operating systems, hardware capabilities, and remote management software. Knowledge of the Children's Internet Protection Act. Ability to advance with changing technology and applications as they become available.

**Essential Sensory Requirements**

Ability to visually assess technical manuals and network equipment. Ability to communicate via e-mail or telephone to a variety of groups.

**Working Conditions**

Little to no adverse working conditions. May be required to work evenings and weekends as needed in case of a network emergency.

<b>DATES</b>		
<b>Created:</b> December 2013	<b>Last Reviewed:</b>	<b>Last Modified:</b>