



Madison County Government Class Specification

CLASS TITLE: Network Admin/Helpdesk

FLSA STATUS: NON-EXEMPT

DEPARTMENT: ITS

REPORTS TO: ITS Director

CATEGORY: Full Time

PAY GRADE: \$19 to \$23 per hour

GENERAL STATEMENT OF DUTIES:

Under the supervision of the ITS Director perform a variety of specialized and technical duties in the installation, maintenance, and related support of network systems hardware and software. Also, assist other team members with daily operation within the helpdesk system.

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class performs work in development, administration, support and maintenance of information systems. Work includes operation and maintenance of multiple networks; analysis and installation of a variety of hardware and software applications; diagnosis and resolution of complex hardware/software problem; evaluation of the effects of new hardware/software on the network; and maintaining operational systems. Work is performed under general supervision and is evaluated through the quality and efficiency of work. Tact and courtesy must be exercised in frequent contact with users and other technical staff.

DUTIES AND RESPONSIBILITIES:

The duties listed below are not inclusive, but characteristic of the type and level of work associated with this class. Individual positions may do all or some combination of the duties as well as other related duties:

- Installs, maintains, and provides overall technical support for network hardware and software.
- Performs security administration and disaster recovery planning and testing
- Oversees network security, operating system upgrades, application installations and upgrades, new user installations
- Troubleshoots complex network hardware/software problems.
- Participates in research, evaluation and integration of new technology, data administration, capacity planning, enhancements, replacements, and training and technical support
- Communicates with internal and external employees including middle and upper management, as appropriate, in order to ensure the delivery of high-quality service and technical system support
- Installs, repairs, and maintains individual computer workstations.
- Monitors organizational development projects to ensure consistency and satisfaction of technical interface requirements for existing and specific newly developing systems.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations

RECRUITMENT AND SELECTION GUIDELINES

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of installation and maintenance of network systems.
- Considerable knowledge of current computer technology in hardware, software and various applications and configurations
- Considerable knowledge of mid-range, personal computer, network and client/server environments
- Considerable knowledge of operation and capabilities of hardware, software, and networking applications.
- Working knowledge of network development, methods, and technology.
- Working knowledge of operating systems, network security techniques and data recovery techniques.
- Communicating clearly and concisely, both orally and in writing.
- Analyzing, diagnosing and developing solutions for complex network hardware/software and application problems.
- Planning, coordinating, and participating in a variety of special computer projects.
- Reviewing information to determine appropriate cause of action.
- Establish and maintain effective working relationships with staff and users.
- Install and maintain computers, software and peripherals.

PHYSICAL REQUIREMENTS

- Ability to perform the basic life operational support functions of stooping, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, and repetitive motions
- Ability to perform light work exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force to move objects
- Visual acuity to prepare and analyze data, operate a computer terminal and console, and do extensive reading

DESIRABLE EDUCATION AND EXPERIENCE

1. Graduation from a four-year college or university with a degree in Computer Science or a related field and two years experience in network hardware/software installation and maintenance; or
2. Two-year degree in Computer Science and four years of experience; or
3. High school diploma and six years' experience; or
4. An equivalent combination of education and experience

Preferences: Cisco Certified Network Associate (CCNA)

SPECIAL REQUIREMENTS

- Valid North Carolina driver's license.
- Ability to be on-call on select weekends.