

**NETWORK ADMINISTRATOR**  
**PG 24**

**GENERAL DESCRIPTION**

Under general supervision, provides highly responsible technical support, software development, communication development and maintenance, to ensure the smooth operation of network communications, phone systems and information systems in the City. Analyzes computer needs and develops appropriate and effective solutions. Develops and maintains the City's Internet website. Works closely with departments to implement web based access to resources and information.

**REPORTING RELATIONSHIPS**

Reports to: Assistant City Manager  
City Manager

**ESSENTIAL POSITION FUNCTIONS**

1. Provides technical support setting up personal computers, loading software and installing peripheral equipment.
2. Analyzes and diagnoses problems with computer systems hardware and software and audio and video equipment. Recommends appropriate hardware and software to meet needs.
3. Installs and moves computer equipment; inspects network equipment, including cabling, monitors, bridges, terminals, etc.; performs maintenance and routine repairs on network equipment; monitors network system activity to ensure information is processed correctly and efficiently.
4. Ensures the smooth operation of network communications, phone systems and information systems in the City.
5. Manages and maintains VPN environments for remote access from other City locations, as well as outside vendors.
6. Coordinates service calls with outside vendors; acts as liaison between City and relevant outside service providers.
7. Evaluates existing hardware and software and new innovations in network communications. Prepares cost estimates for system design and processing information. Recommends additions and/or deletions to the existing system; provides training when needed.
8. Manages and updates department servers and laptop computers, including adding software and virus scans.
9. Assists staff and users in troubleshooting problems, as needed.
10. Updates and manages the City website and social media with current events, emergency notifications and department information. Ensures documents and department records

## **NETWORK ADMINISTRATOR**

### **Page 2**

located on the website are accurate, up-to-date and easily accessible to citizens and employees.

11. Designs pages and creates photos, graphics, and videos using various software programs.
12. Responds to requests by City personnel to update or add information to the City website.
13. Researches new trends for incorporation into the City's web communications.
14. Conducts inventories, including annual inventories, and submits requests for supply orders.
15. Collates and maintains data by merging new data with existing related data through indexing, coding and cross-referencing to maintain files.
16. Assembles all assignments and/or special projects, as directed.
17. Thoroughly and accurately completes, updates, and submits all required reports, documents, policies and related forms to the appropriate authority/personnel in a timely manner.
18. Maintains open communication with City employees and management for the dissemination of information.
19. Provides photography and video recording services for the City, as needed.
20. Assists with the development of the annual operating and capital improvement budgets.
21. These essential job functions are not to be considered as a complete statement of all duties performed. Employees will be required to perform other related duties as necessary and consistent with the position.

### **MINIMUM QUALIFICATIONS:**

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Broad working knowledge of a wide variety of standard computer applications, e.g., word processors, database systems, spreadsheet programs, report presentation packages, electronic file maintenance.
- Knowledge of pertinent federal, state and local rules, regulations, ordinances, and other regulatory standards applicable to the work being performed.
- Knowledge of effective office management principles, practices, and procedures.
- Ability to search national and local databases; research, compile and summarize data, statistics and information materials.
- Ability to pass criminal background check and meet FDLE standards for civilian employee utilization of secure databases.
- Ability to manage and update department servers and laptop computers; interface complex systems accurately and independently.
- Ability to perform intermediate level business mathematics, including addition, subtraction, multiplication, division, percentages and decimals.
- Skill in written use and application of required standards of business English, including proper grammar, spelling, diction, style and punctuation.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Ability to utilize personal computers, standard office equipment and standard software applications, e.g., word processors, database software, spreadsheet applications and presentation packages.

## **NETWORK ADMINISTRATOR**

### **Page 3**

- Knowledge of UNIX, Windows and Apple Macintosh operating systems, TCP/IP and NT networking.
- Knowledge of the principles and practices of computer systems and related equipment integration and application.
- Knowledge of maintenance and administration of network phone systems.
- Ability to establish and maintain effective records maintenance and file management systems.
- Ability to communicate effectively both verbally and in writing, and in presenting information and responding to questions regarding functional areas of assignment.
- Ability to establish and maintain effective working relationships and communication with co-workers, internal/external customers, department directors and the public.
- Ability to read and interpret technical and legal documents, operation and maintenance instructions, and policy and procedure manuals.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.
- Ability to perform duties with a professional and cooperative work ethic; ability to maintain confidentiality.
- Ability to sit at a desk and view a display screen for extended periods of time.
- Ability to work flexible hours necessary for the efficient operation of the department.
- Knowledge of the principles, practices and methods of website development, management and maintenance.
- Knowledge of the methods, tools, and techniques applied to analysis, evaluation and design of interactive websites.
- Considerable knowledge of photography, and the use of cameras, supplies and equipment.
- Skill in operating various photography equipment.

## **EDUCATION AND EXPERIENCE**

Associates Degree from an accredited college in a related field; supplemented by three or more years of progressively responsible computer and network support. Work experience in a public sector government environment is preferred; additional college level education is also preferred and may substitute for a portion of the required experience. Experience must demonstrate computer proficiency with standard software packages, e.g., word processors, spreadsheet applications, email, Internet usage and web design, as well as maintenance of a network environment. Any equivalent combination of education, training and experience that provides the necessary knowledge, skills and abilities may be considered for the minimum qualifications.

## **LICENSES, CERTIFICATIONS, OR REGISTRATIONS**

- Must possess a Florida Driver's License and maintain compliance with Vehicle Use Policy requirements, Section 8.15 (c) in the City's Personnel Manual.

**NETWORK ADMINISTRATOR**

**Page 4**

**ESSENTIAL PHYSICAL SKILLS**

- Moderate lifting and carrying (up to 45 lbs.)
- Standing
- Walking
- Kneeling
- Bending
- Stooping
- Reaching
- Climbing
- Driving
- Good vision (with or without correction)
- Good hearing (with or without correction)
- Ability to communicate effectively, orally and in writing

**WORK ENVIRONMENT/CONDITIONS**

- Works inside and outside in various weather conditions.
- May be required to work hours other than the regular schedule including nights, weekends, and holidays.

**SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Reasonable accommodations will be made for otherwise qualified individuals with a disability.

Approval: \_\_\_\_\_ Approval: \_\_\_\_\_  
Human Resources City Manager

Council Approval Date: \_\_\_\_\_