

PROGRAM ADMINISTRATOR (NETWORK SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the coordination and technical support of a computer network system(s). Responsibility involves support of Local and Wide Area Network (LAN & WAN) systems including, but not limited to, installation, configuration, and upgrade of file servers, workstation personal computers (PC's), routers, tape backup equipment, network and PC operating systems, router configuration software and all application software. Technical expertise is required in identifying and resolving network difficulties, and upgrading/enhancing system capabilities to meet changing user needs. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Develops and maintains a wide range of database applications on the network using software that run in the following operating environment: NOVELL Netware, WINDOWS, and DOS;

Installs and maintains systems hardware such as Personal Computer (PC) file servers and workstations, CDROM drives, digital access tape drives and Cisco routers;

Ensures data security and restricted access by installing and maintaining systems security consistent with departmental procedures and confidentiality requirements;

Monitors and tracks the performance of LAN/WAN systems serving multiple sites and ensures that all hardware and software applications are optimally operational and meet user needs;

Investigates and develops systems enhancements as they become available to better serve operational objectives;

Performs comparative research for hardware and software acquisition, developing bid specifications and evaluating proposals;

Confers with contracted agencies providing support systems services for system enhancement or special project needs;

Conducts analysis of departmental automated processing needs to determine, recommend and plan the layout of space, hardware, peripherals, cabling and wiring to maximize operational efficiency;

Provides training and help desk support to departmental user staff;

Prepares reports from systems database files and participates in special projects as required by departmental management staff;

Participates in the annual budget preparation of departmental expenditures and projected funding requirements in automated support services;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Uses computer applications or other automated systems such as word processing, spreadsheet, calendar, email and database software in performing work assignments;

Performs related administrative and technical functions in support of the automated system.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles of communication networks; good knowledge of the operation and uses of personal computer networks, their capabilities and their limitations; good knowledge of the terminology used in data communication and associated electronic systems; good knowledge of the operation and uses of personal computer networks, their capabilities and their limitations; good knowledge of PC operations, software, and data communications applications; familiarity with various server management systems and tools; ability to read comprehend, and interpret technically complex literature regarding changing technologies, specific techniques and equipment; ability to effectively computer applications such as word processing, spreadsheets, calendar, e-mail and database software; ability to establish and maintain effective working relationships with facility providers and equipment vendors; ability to present clear, concise and factual reports regarding technical information; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school diploma or equivalency and either: (a) a Bachelor Degree* in Computer Science or a related field and two years of experience where the primary function of the position was in the network operations of a data communications network, or (b) Bachelor Degree* and four years experience as stated in (a); or (c) six years experience as stated in (a); or (d) a satisfactory equivalent combination of the forgoing training and experience as defined by the limits of (a), (b) and (c).

SPECIAL REQUIREMENT: Depending on the needs of the department, candidates may be required to possess a current, valid license to operate a motor vehicle in the State of New York.

SUBSTITUTION: Certification from a network training program that is vendor-approved (Cisco Systems, XYLAN Corp., Nortel or Bay Networks) may be substituted for one year of the above required experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.