

Alaska Court System Class Specification

Network System Administrator

Range: 22

EE04: 02

SOC: 15-1071

Class Code: C0302

Definition:

Under general direction of the Network Manager, the Network System Administrator maintains and administers local area networks, network servers, and software services for the Alaska Court System. The incumbent provides support services in maintaining and updating audio, video, telecommunications, digital technology, and related software. The position plans and implements network installation and repair; and assists in equipment training requirements as necessary.

Distinguishing Characteristics:

The Network System Administrator (NSA) is a single position class responsible for statewide support.

Complexity of Tasks: The NSA performs highly complex duties requiring independent analysis of system problems in order to implement cost effective technological solutions for the Alaska Court System.

Independent Judgment: The duties of the NSA require a high degree of independent judgment in dealing with various court personnel, the public, and other governmental agencies and vendors/suppliers. The incumbent must assess user requirements and make recommendations to resolve complex system problems.

Supervision Received: The NSA receives general direction from the Information Services (IS) Network Manager. Supervision and evaluation is based on the overall production and efficiency of work performed.

Supervision Exercised: The NSA may be assigned lead level responsibilities and may supervise technical support staff as necessary.

Examples of Duties:

Identify, interpret, and evaluate system and network requirements.

Make recommendations for enhancements in the implementation of future servers and networks.

Troubleshoot problems as reported by users and manage helpdesk support related to local area networks and network servers. Follow up on solutions to ensure they are working as designed.

Lead IS personnel in the analysis and design of network servers and the installation of network services equipment and software.

Maintain, configure, and install network-based software. Perform system administration, including user account maintenance, application maintenance and ongoing maintenance of peripherals.

Coordinate and conduct testing, evaluation and placement of new electronic equipment and related software throughout the court system statewide.

Work with IS personnel to assure access to files is properly protected and data recovery procedures are followed to include management of security-related software and utilities.

Provide initial and ongoing training to personnel in the operation of electronic equipment and related software.

Assist the Network Manager in development of short and long-range plans for implementation of various types of electronic equipment and systems.

Work with Area Court Administrators and the Network Manager or designee in planning upgrades, managing maintenance, and troubleshooting technology resources and special systems.

Coordinate and perform repair and maintenance of several data processing systems.

Submit requests and provide recommendations for all tools and equipment needed to support the court system. Maintain records of property.

Coordinate and document equipment and software repairs and maintenance with court users and/or vendors.

Interface with local service providers in the installation, maintenance, and repair of court data communication systems.

In conjunction with the Network Manager or designee, design, engineer, implement, document and maintain custom electronic systems of the court system to include data networks, servers, and application servers.

Travel to outlying courts as required; perform other duties as required.

Knowledge, Skills, Abilities:

The Network System Administrator requires substantial knowledge of:

- Trouble-shooting techniques for peripherals, networks, and associated computers.
- Microcomputer hardware configuration and network technology.
- System commands for at least one microcomputer operating system and one network operation system.

- Communication systems and training techniques.

The Network System Administrator requires skill in order to:

- Use diagnostic software for microcomputers and networks.
- Explain and interpret networking goals and needs in an easily understood manner to court personnel through oral presentations and written reports.

The Network System Administrator requires the ability to:

- Apply principles and techniques of management to plan, coordinate, and direct activities.
- Problem-solve and analyze a variety of variables.
- Effectively communicate required actions to team members and network users, both orally and in writing.
- Train subordinate or designated court personnel to perform the technical duties required of their position.

Minimum Qualifications:

Five years of professional work experience in computer system administration, electronic engineering, computer networking, and data communication; two years of which **MUST** include experience in administering and designing network resources and services within a wide-area network environment.

OR

A bachelor's degree from an accredited college in Information Technology, Computer Science, or a closely related field **AND** two years of professional work experience in computer system administration, electronic engineering, computer networking, and data communication.

OR

A Microsoft Certified Systems Engineer (MCSE) certificate or relevant certification **AND** four years of professional work experience in computer system administration, electronic engineering, computer networking, and data communication.

Note: This position is in the partially-exempt service. The incumbent serves "at-will" to the appointing authority.

5/04 – Original

7/07 – Revised MQs, Remove Flexible Staffing

11/08 - Revised, WPA

2/14 – Remove MQQ's

2/18 – Revised MQs