# NETWORK & COMPUTER SYSTEMS ADMINISTRATOR

## Job Description Summary:

Install, configure, and support Cape Elizabeth's town/schools local area network (LAN), wide area network (WAN), and Internet systems. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. Install, monitor and test all town/schools servers for performance to ensure the servers and backup servers operate correctly and without interruption. Assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. Support computer users, Technology Integrators, Computer User Support Specialists, and the MLTI program. Monitor and administer network security measures.

## Primary Duties and Responsibilities

- Network Maintenance
  - Administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
  - Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
  - Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
  - Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, replace defective components when necessary and escalating problems to vendor when necessary.
  - Configure, monitor, and maintain email applications and virus protection software.
  - Install all network hardware and software and make needed upgrades and repairs
  - Solve problems when a user or an automated monitoring system informs them that a problem exists
- Network Security
  - Implement and monitor network access plan and security measures to protect data software, and hardware.
  - Maintain documentation of network access plan, technology equipment, and technical procedures associated with the job.
  - Perform data backups and disaster recovery operations.
  - Add users to a network and assign and update security permissions on the network
- Support Users
  - Confer with network users about how to solve existing system problems.
  - Respond to or reassign help desk requests.

- Assist in technology training for staff; providing references and support.
- Assist in training users on the proper use of hardware and software.
- Consult on purchasing of new equipment for end users.
- Configure and install equipment to required specifications
- Diagnose, troubleshoot, and resolve hardware and software problems for end users.

- Supports Technology Coordinator
  - Meet financial requirements by submitting information for budgets; investing price and quality information on proposed technology purchases for town and schools.
  - Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
  - Protect organization's value by keeping sensitive information confidential.
  - Accomplish organization goals by accepting ownership for completing new and different requests; exploring opportunities to add value to job activities.
  - Collect data in order to evaluate the town/schools technology performance and help make the system work effectively and efficiently.

Skills, Knowledge and Abilities required

- Skills
  - Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
  - Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
  - Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
  - Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
  - Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

- Knowledge
  - Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
  - English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
  - Mathematics — Knowledge of basic mathematics, pre-algebra, geometry, statistics, and their applications.

- Abilities

- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Near Vision — The ability to see details at close range (within a few feet of the observer). o Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Qualifications Special Position Requirements

- Education/Certification High School diploma or equivalent plus three years employment as a Network and Computer Systems Administrator.
- Certification in technology repair (A+ certification desired) and/or equivalent job experience required.
- Hold a valid State of Maine Criminal History Records Check Approval. Working Conditions
- Mental Demands: calculating, comparing, editing, problem-solving, evaluating, interpreting, organizing, consulting, analyzing, planning, designing, documenting, specifying, coordinating, implementing, presenting
- Physical Demands: sitting, standing, climbing stairs, adjusting, connecting, lifting (to 50 lbs), bending, keyboarding, pulling, pushing, carrying, writing, walking, operating equipment
- Environmental Conditions: inside, working around moving objects, working unsupervised Terms of Employment
- Twelve-month year, 40 hrs. per week. Compensation in accordance with recommendations established by the Superintendent of Schools. Reports to
- Technology Coordinator Evaluation
- The basis of the evaluation will be the extent to which the performance responsibilities of the job are successfully handled and the extent to which yearly action plans and job goals are met. The Technology Coordinator will perform the evaluation.
- The Cape Elizabeth School Department expects that all employees will perform assigned duties diligently, professionally and efficiently and in compliance with all district policies and procedures as well as all federal and state laws.

## NOTE:

The above job description reflects the general requirements necessary to describe the principle functions or responsibilities of the job identified and shall not be interpreted as a detailed description of all work requirements that may be inherent in the job, either at present or in the future.

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