

Title: Network Administrator	Effective Date: June 8, 2020	Grade: XVI	Job Category: Professional
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CHARACTERISTICS OF WORK

Under limited supervision of the Network Manager, this position plans, designs, installs, configures and upgrades network and telecommunications hardware, software, and communication links for optimal performance. The Network Administrator also diagnoses and resolves network/telecommunication performance issues, as well as analyze network traffic and provide capacity planning solutions.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Develop, implement and maintain policies, procedures and associated training plans for network and resource administration and appropriate use, and disaster recovery.
- Collaborate with the Network Architect to create optimal network design topologies and configurations.
- Prepare and ensure accuracy of documentation, procedures manuals, and help sheets for network installations, including data, voice, and video systems.
- Serve as technical leader for development and implementation of networking/Voice over Internet Protocol (VoIP) products, services, projects and new technology installations.
- Integrate IP telephony systems with enterprise LANs, WANs, wireless LANs, and other Internet-based services and protocols.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts. Evaluate, recommend and procure for purchase networking hardware and software products.
- Write technical specifications for purchase of networking hardware and software products.
- Install, configure, test, maintain, monitor, and troubleshoot networked peripheral devices, cabling, and networking hardware and software products.
- Maintain all network hardware and equipment, including routers, switches, hubs, and UPSs.
- Monitor and test network performance and provide network performance statistics and reports.
- Perform on-site analysis, diagnosis, and resolution of complex network problems for a variety of end users, and recommend and implement corrective hardware and software solutions, including off-site repair.
- Recommend, schedule, and perform network improvements, upgrades, and repairs.
- Liaise with, and provide training and support to, IT support sections on network issues.
- Provide technical data and VoIP guidance to junior members of the team as required

MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent of a bachelor's degree from an accredited college or university in computer science, business administration, or related field of Information Technology application management OR the educational equivalent to a high school diploma plus four years of computer related experience. Network experience. Experience at working both independently and in a team-oriented, collaborative environment.

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Knowledge, skills and abilities:

Advanced knowledge of network design, troubleshooting, network hardware and software configuration, performance tuning, LAN, wireless networks, firewalls, and load balancers. Problem solving skills. Well-developed sense of urgency and follow-through. Ability to communicate both orally and in writing. Customer service skills. Knowledge of Microsoft Office applications.

Physical requirements:

Ability to lift up to 50 pounds with or without reasonable accommodation.

Working conditions:

More than fifty percent of work may involve travel throughout Arkansas with possible overnight stays.

Licenses, registrations and certifications:

CCENT (Cisco Certified Entry Network Technician) or CCNA (Cisco Network Associate) certification preferred. CCENT will be counted as equivalent to 1 year of appropriate experience and CCNA will counted as equivalent to 2 years of experience. Valid driver's license.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.