INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for coordinating the implementation and use of a Local Area Network (LAN) in all City departments. The incumbent analyzes departmental information technology needs, installs and maintains the appropriate LAN hardware, software and peripheral equipment, and provides training and support services to LAN users. The work is performed under the supervision of a higher level administrator with leeway allowed for the exercise of independent judgment in carrying out details of the work. This position may supervise the work of subordinate employees and does related work as required.

TYPICAL WORK ACTIVITIES:

Analyzes information technology needs including projects proposed for computerization or automation, and determines the most effective methods for meeting those needs;

Researches, identifies and orders and/or modifies existing computer hardware, software and peripheral equipment to meet information technology needs;

Installs and maintains Local Area Network (LAN) hardware, software and peripheral equipment including configuring workstations and installing switches, routers, modems and wiring, loading server and personal computer software and developing preventive and diagnosing and repairing computers and peripheral equipment;

Performs network systems administration including performing system backups, deleting unauthorized applications and surplus files, and upgrading hardware and software;

Trains end-users to use network hardware, software and peripheral equipment;

Provides end-user support Including diagnosing and resolving hardware and software problems;

Meets and consults with vendors, consultants and others regarding information technology needs;

Creates and maintains a variety of records and reports related to information technology; and,

Attends training conferences and seminars to remain current in the field.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of personal computer hardware and software, LAN hardware, software and peripheral equipment;

Thorough knowledge of the principles and practices of designing, installing, modifying and maintaining local area network hardware, software and peripheral equipment;

Thorough knowledge of IBM Power systems operating system and RPG programing;

Working knowledge of City programs, priorities and initiatives as they relate to information technology;

Ability to analyze programs and services in need of computerization or automation;

Ability to design, install, update and maintain LAN hardware, software and peripheral equipment;

Ability to diagnose hardware and software problems and devise a resolution for the problem;

Ability to communicate effectively both orally and in writing;

Ability to establish and maintain effective working relationships with others; and,

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree or higher in information systems management, computer science, information technology or closely related field and one (1) year of experience in network administration, information systems management or analyzing business processes for computerization or automation; or

(b) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree or higher and three (3) years of experience as defined in (a); or

(c) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience as defined in **(a);** or

(d) An equivalent combination of training and experience as defined by the limits of (a), (b) and (c).