

**Benchmark for CL 27 (Network Administrator II)
Professional Administrative**

Job Summary

Network administrators coordinate and oversee the judiciary's information technology networks. Network Administrators II perform routine network administration as well as more complex network administrator duties including developing standards, recommending network infrastructure change, and coordinating and implementing network security measures. Employees in these positions may be responsible for high-level and long-term design and analysis of the court's network systems. Their duties may also include collaborating with supervisors, managers, executives, and judges.

Representative Duties

- Coordinate and link computer systems within an organization to increase compatibility and share information. Determine computer software and hardware needed to set up or alter systems. Train users to work with computer systems and programs. Diagnose hardware and custom off-the-shelf software problems, and replace defective components. Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Recommend changes to improve systems and configuration, as well as determine hardware or software requirements related to such changes. Maintain network security.
- Develop and implement short-term and long-range automation improvement plans for the court, ensuring that the changes can be implemented with minimal disruption at the court site.
- Perform data backups. Plan for disaster recovery operations and testing including network performance, security, anti-virus, intrusion, web usage/monitoring, design and acquisition of servers. Produce useful system documentation, and perform system startup and shutdown procedures, and maintain control records.
- Recommend, schedule, plan, and supervise the installation and testing of new products and improvements to computer systems.
- Plan, coordinate, implement, and test network security measures in order to protect data, software, and hardware.
- Design, configure, and implement computer hardware and operating system software. Develop standard guidelines to guide the use and acquisition of software and to protect vulnerable information.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Information Technology and Automation

- Advanced knowledge of theories, principles, practices, and usage of computer hardware and software. Knowledge of office database design and data communications. Knowledge of capabilities, limitations, and functional applications of information technology. Knowledge of operating systems, servers, and workstation products. Knowledge of Novell OES, MAC OSx, Enterasys, and Windows 7. Knowledge of Local Area Networks (LANS) and Wide Area Networks (WANS), including systems security standards. Knowledge of flowcharting, form design, and control procedures. Ability to meet established deadlines and commitments. Knowledge of data communications security and privacy techniques. Knowledge of, and skill in, information technology management. Skill in coordinating information technology projects with senior management. Skill in analyzing, interpreting, and presenting research findings to prepare design specification.

Court Operations

- Knowledge of court policies, procedures, and guidelines.

Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Ability to communicate effectively (orally and in writing) to individuals and groups to provide information. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.

Human Resources

- Skill in mentoring and training employees with varying educational backgrounds and aptitudes.

Factor 2 – Primary Job Focus and Scope

Network Administrators II coordinate the timely repair of hardware, and oversee networks. Employees advise and make recommendations to information technology management on matters that take into consideration complex information technology issues within the court unit. The Network Administrator II supports the back-end of the court unit's IT systems. Those systems are the primary record storage and reference points for the office. System failures and/or an extended shutdown would cause major disruption to the mission of the court unit as end users would not be able to access all or portions of the information needed. The potential consequences of errors in judgment include systems not being available when needed or systems not performing or

functioning as required. This can result in security breaches, lost productivity, negative perceptions of the judiciary and increased costs.

Factor 3 – Complexity and Decision Making

Network Administrators II make decisions within the context of professional and judiciary standards, broad policies, or general goals. They resolve problems, questions, or situations based on advanced and thorough knowledge and experience with court policies, practices, guidelines and information resource management bulletins. Compared to Network Administrator I positions, these network administrators work more independently in resolving complex systems problems, managing information technology projects and leading the project team in implementation and integration with other networks.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, senior management, chambers staff, court unit staff, and Administrative Office staff for the purpose of leading and coordinating information technology staff and managing information technology projects.

Factor 4B – Interactions with External Contacts

The primary external contacts are end users and vendors for the purpose of developing, designing, and modifying networks.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting. Employees may be required to lift and move moderately heavy items such as computer equipment.