IT NETWORK OPERATIONS

General Summary
Responsible for managing the development, documentation, maintenance and security of internal and external network systems, including design, configuration, installation, administration, optimization, and integration. Responsible for data protection and integrity.

IT Network Administrator I
Jobcode: INEA20
Pay Band: ID
FLSA Status: Non-Exempt

Distinguishing Characteristics
Under direct supervision, provide network administration and maintenance of hardware and software. Support the network environments of computer technologies, including voice, data, and/or video/image technologies.

Recommended Education and Experience for Full Performance
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in end user support, systems administration or network administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

Minimum Qualifications
Associate's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in end user support, systems administration or network administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

Essential Duties and Responsibilities*
1. Participate in the design, documentation, and implementation of new and/or improved network systems.
2. Monitor and report on network utilization and escalate issues to higher level network support.
3. Respond to trouble calls; diagnose and develop solutions/repair.
4. Participate in troubleshooting and maintaining the security of the network infrastructure.
5. Participate in patching and performing routine maintenance of network devices.
6. Apply oral and written communication skills to communicate complex technical issues to non-technical users.
7. Establish and maintain an effective working relationship with customers and technical staff.
8. Apply knowledge of network technologies and standards.

IT Network Administrator II
Jobcode: INEA23
Pay Band: IE
FLSA Status: Exempt

Distinguishing Characteristics
Under general direction, network administration and maintenance of hardware and software. Manage network projects and support the network environments of computer technologies, including voice, data, and/or video/image technologies.

Recommended Education and Experience for Full Performance
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and four (4) years of experience in network administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

Minimum Qualifications
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in network administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

Essential Duties and Responsibilities*
1. Assist in the design, documentation, and implementation of new and/or improved network systems.
2. Monitor and report on network utilization and escalate issues to higher level network support.
3. Respond to escalated trouble calls; diagnose and develop solutions/repair.
4. Troubleshoot and maintain the security of the network infrastructure.
5. Patch and perform routine maintenance of network devices.
6. Apply oral and written communication skills to communicate complex technical issues to non-technical users.
7. Ability to establish and maintain an effective working relationship with customers and technical staff.
8. Maintain knowledge of network technologies and standards.
9. Implement the network configuration, and may oversee installation and implementation of the network.
10. Ability to read technical documents, maintain accurate records, and prioritize work.
11. Makes recommendations for changes and may implement agreed upon enhancements.
12. Maintains and validates back-ups of network configuration.
13. May provide technical leadership to first-level staff.

IT Network Administrator III
Jobcode: INEA26
Pay Band: IF
FLSA Status: Exempt

Distinguishing Characteristics
Provide network design, hardware and software support. Manage network projects and support the network environments of computer technologies, including voice, data, and/or video/image technologies. Serves as project lead.

Recommended Education and Experience for Full Performance
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in network administration and design. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience.

Minimum Qualifications
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and four (4) years of experience in network administration and design. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

*Essential Duties and Responsibilities**

1. Manage large/complex network installations including requesting information, evaluating proposals, recommending solutions, overseeing work of others, verifying correct installation, and coordinating with other departments in a highly complex, multi-vendor, and multi-protocol network environment.
2. Plan, design, maintain, and implement network architecture, access, security, and services. Recommend guidelines and policies as appropriate.
3. Initiate network projects including developing and documenting technical network designs and project plans and procuring equipment and supplies.
4. Monitor network for stability and proper configuration.
5. Develop products internally in accordance with requirements of performance, suitability, maintainability, cost, interoperability, flexibility, and conformance to standards.
6. Provide support to other consultants in area of technical expertise.
7. Provide leadership and training to lower level network specialists.
8. Act as final escalation point for network systems.
9. Identify chronic network problems. Perform root cause analysis and develop resolutions.
10. Investigate, evaluate and test new equipment and research new technologies for potential deployment.
11. Maintain the security of the network infrastructure and recommend network improvements.
12. Apply communication skills and ability to influence, persuade, and negotiate.
13. Apply knowledge of multiple network protocols and technologies.
14. Integrate advanced technologies developed in other departments into the agency network environment.
15. Lead technical project teams to ensure timely completion and satisfaction of reliability and performance requirements.
16. Formulate long-term network plans.

IT Network Administration Supervisor
Jobcode: INES26
Pay Band: IF
FLSA Status: Exempt

Distinguishing Characteristics
Accountable for supervision of a team who provide the development, enhancement and maintenance of networks for assigned organizational areas.

Recommended Education and Experience for Full Performance
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in network administration and design. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience. At least two (2) years of which must be leading/supervising an applications development team.

Minimum Qualifications
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and four (4) years of experience in network administration and design. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

*Essential Duties and Responsibilities**
1. Accountable for the development, enhancement and maintenance of network systems for assigned organizational areas. Accountable for network systems security, validation, evaluation and implementation

2. Manage large/complex network installations including requesting information, evaluating proposals, recommending solutions, overseeing work of others, verifying correct installation, and coordinating with other departments in a highly complex, multi-vendor, and multi-protocol network environment.
3. Propose, conceptualize, design, implement, and develop solutions for difficult and complex network systems.
4. Oversee development of products internally in accordance with requirements of performance, suitability, maintainability, cost, interoperability, flexibility, and conformance to standards.
5. *Performs complex assignments often requiring the development of new or improved processes or techniques in relevant field of discipline.*
6. Review the physical design of network systems for optimizing performance.
7. Apply knowledge of network architecture and design.
8. Engage in long-term strategic planning.
9. Formulate long-term network plans which may impact agency resources.
10. Demonstrated experience leading activities on structured team development projects.
11. Serves as subject matter expertise for area(s) of responsibility.
12. Determines technical changes, schedules projects and oversees timelines. Implements and monitors quality standards.
13. Point of contact for security and compliance audits.
14. Apply communication skills and ability to influence, persuade, and negotiate.
15. Exercise full management responsibility for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.
16. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
17. Advise executive management on programmatic and policy development.
18. Negotiate and influence executive leaders on issues that have agency-wide impact or multi-agency impact.
19. Apply knowledge of industry standards, trends and/or regulatory requirements for area(s) of responsibility.
20. Independently or in collaboration with human resources managers, guide supervisors in the interpretation and implementation of human resources policies, procedures and programs.
21. Manage vendor relations.

IT Network Administration Manager I
Jobcode: INEX30
Pay Band: IG
FLSA Status: Exempt

Distinguishing Characteristics
Manage staff in the day-to-day operations for functional area(s) of responsibility. Responsible for hiring and retaining staff, career coaching, personal development for direct reports and accountable for the performance of employees. Ensure work completion within schedule and constraints. Accountable for multiple network support teams.

Recommended Education and Experience for Full Performance
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and eight (8) years of experience in network administration and design. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience. At least two (2) years of which must be leading/supervising an applications development team.

Minimum Qualifications
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in network administration and design. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience.

Essential Duties and Responsibilities*
1. Accountable for a team of network operations staff who provide monitoring, troubleshooting and first level maintenance of networks of moderate complexity in assigned organizational areas.
2. Analyze and resolve complex issues and provide alternative solutions as necessary. May lead process improvement for immediate unit or program. Influence leadership on specific recommendations for current operations and future development.
3. Interpret, implement and ensure compliance with agency administrative policies and procedures. Recommend new internal policies, guidelines and procedures.
4. Approves technical changes, schedules projects and oversees timelines. Implements and monitors quality standards.
5. Conduct budget planning, forecasting, contract management, and procurement.
6. Participate in strategic planning for area(s) of responsibility.
7. Perform project management functions for area(s) of responsibility.
8. Coordinates and/or implements complex IT data and security audits or policy for regulatory and standards compliance.
9. Manages vendor relations.
10. Demonstrate leadership and supervisory skills including conflict resolution.
11. Apply planning and organizational skills.
12. Apply oral and written communication skills.
13. Apply financial management skills.
14. Apply analytical and problem solving skills.
15. Apply expertise in business and management computer applications and systems.
16. Exercise full management responsibility for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.
17. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
18. Advise executive management on programmatic and policy development.
19. Negotiate and influence executive leaders on issues that have agency-wide impact or multi-agency impact.
20. Apply knowledge of industry standards and best practices, trends and/or regulatory requirements for area(s) of responsibility.
21. Collaborate with human resources managers to guide supervisors in the interpretation and implementation of human resources policies, procedures and programs.

IT Network Administration Manager II
Jobcode: INEX35
Pay Band: IH
FLSA Status: Exempt

Distinguishing Characteristics
Accountable for all network systems and support teams. Approve hiring and retention of staff, career coaching, personal development for direct reports and accountable for the performance of employees. Achieve goals through the management of staff and/or managerial staff. Responsible for aligning network systems with organization's strategic plan.

Recommended Education and Experience for Full Performance
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and ten (10) years of experience in network administration and design. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling fourteen (14) years may substitute for the required education and experience. At least six (6) years of which must be leading/supervising an applications development team.

Minimum Qualifications
Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and eight (8) years of experience in network administration and design. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience. At least four (4) years of which must be leading/supervising an applications development team.

Essential Duties and Responsibilities*
1. Analyze and resolve complex issues and provide alternative solutions as necessary. Lead process improvement for immediate unit or program. Influence leadership on specific recommendations for current operations and future development.
2. Interpret, implement and ensure compliance with agency administrative policies and procedures. Recommend new internal policies, guidelines and procedures.
3. Approves technical changes, schedules projects and oversees timelines. Implements and monitors quality standards.
4. Conduct budget planning, forecasting, contract management, and procurement.
5. Participate in strategic planning for area(s) of responsibility.
6. Perform project management functions for area(s) of responsibility.
7. Coordinates and/or implements complex IT data and security audits or policy for regulatory and standards compliance.
8. Manages vendor relations.
9. Apply leadership and supervisory skills including conflict resolution.
10. Apply planning and organizational skills.
11. Apply oral and written communication skills.
12. Apply financial management knowledge.
13. Apply analytical and problem solving skills.
14. Apply expertise in business and management computer applications and systems.
15. Exercise full management responsibility for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.
16. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
17. Advises executive management on programmatic and policy development.
18. Negotiate and influence executive leaders on issues that have agency-wide impact or multi-agency impact.
19. Apply knowledge of industry standards and best practices, trends and/or regulatory requirements for area(s) of responsibility.
20. Collaborate with human resources managers to guide supervisors in the interpretation and implementation of human resources policies, procedures and programs.

Bargaining Unit: **IT Network Administrator I, II, III may be covered by a collective bargaining agreement.**
IT Network Administrator Supervisor, Manager I, II not represented.

Statutory Requirements:

Conditions of Employment:

Working Conditions: Working Conditions for individual positions in this classification will vary based on each *agency's utilization*, *essential functions* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Established: 6/23/2016   **Revised: 7/27/2016 FLSA change Net Admin I**

*Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.

** Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.