

**CERTIFIED IT ADMINISTRATOR (LAN / WAN)**

**Duties and Responsibilities**

This class of positions encompasses highly technical and supervisory responsibilities in the management and administration of complex and secure Local Area Networks (LANs), Wide Area Networks (WANs) and/or Metropolitan Area Networks (MANs), including planning, designing, configuring, installing, testing, troubleshooting, integrating, performance monitoring, maintaining, enhancing, security management, documenting, and support of network operating systems, applications, voice over internet protocol (VOIP), computer software, hardware and associated devices. These duties are performed at varying levels of difficulty and with varying degrees of latitude for independent initiative and judgment. There are four Assignment Levels within this class of positions, differing according to the complexity and sophistication of the network and the amount of supervision required. The following are typical assignments within this class of positions. All personnel perform related work, including end user support, disaster recovery and Wide Area Network support and, when necessary, perform the duties of related lower titles and Assignment Levels.

**Assignment Level I**

**Examples of Typical Assignments**

Under supervision, with latitude for independent action and the exercise of independent judgment, is responsible for planning, designing, configuring, installing, implementing, testing, troubleshooting, integrating, performance monitoring, maintaining, enhancing, security management, documenting, and support of network servers, operating systems, applications, computer software, hardware and associated devices. May liaise with vendors for technical support. May supervise a small unit engaged in this work; may serve as a project leader of small network projects, or may independently perform LAN, WAN and/or MAN work of a highly technical nature. In the temporary absence of the supervisor, may perform the duties of that position.

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Assignment Level II

Examples of Typical Assignments

Under general supervision, with wide latitude for the exercise of independent initiative and judgment, supervises a unit engaged in planning, designing, configuring, installing, implementing, testing, troubleshooting, integrating, performance monitoring, maintaining, enhancing, security management, documenting, and support of network servers, operating systems, applications, computer software, hardware and associated devices; or serves as a project leader for complex network projects. In the temporary absence of the supervisor, may perform the duties of that position.

Assignment Level III

Examples of Typical Assignments

Under general direction, with broad scope for the exercise of independent initiative and judgment, supervises several LAN, WAN and/or MAN units or projects responsible for planning, designing, configuring, installing, implementing, testing, troubleshooting, integrating, performance monitoring, maintaining, enhancing, security management, documenting, and support of network servers, operating systems, applications, computer software, hardware and associated devices. Supervises unit supervisors, project leaders and their subordinates, instructing, directing and checking their work. In the temporary absence of the supervisor, may perform the duties of that position.

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Assignment Level IV

Examples of Typical Assignments

Under managerial direction, with the broadest scope for the exercise of independent initiative and judgment, holds senior-level technical responsibility for an extremely complex or several large and complex LANs, WANs and/or MANs. Routinely serves as in-house expert and authority regarding extremely complex and highly specialized LANs, WANs and/or MANs and connectivity issues. Coordinates multiple projects of highly technical complexity. May supervise a unit or units engaged in work related to complex LANs, WANs and/or MANs. In the temporary absence of the supervisor, may perform the duties of that position.

Qualification Requirements

Professional/vendor certification(s) in local area network administration that is required for the position to be filled. In addition, all candidates must have the following:

1. A baccalaureate degree from an accredited college, and two years of satisfactory full-time (not classroom based) experience in local area network and/or wide area network planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management; or
2. A four-year high school diploma or its educational equivalent and six years of satisfactory full-time (not classroom based) information technology experience of which at least 2 years must have been as described in "1" above; or
3. A satisfactory equivalent of education and/or experience equivalent to "1" or "2" above. Education may be substituted for experience on the basis that 30

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Qualification Requirements (continued)

undergraduate semester credits from an accredited college is equivalent to 6 months of experience. A masters degree in computer science or a related field from an accredited college may substitute for one year of experience. However, all candidates must have at least one year of satisfactory (not classroom based) full-time information technology experience as described in "1" above.

Note:

In addition to meeting the minimum Qualification Requirements:

Incumbents may be required to update existing and/or obtain additional professional industry-standard certification(s) for current and future technical environment(s) in which they may be assigned to work, as determined by the employing agency.

Direct Lines of Promotion

From: None

To: Computer Systems  
Manager (M 10050)