

YAKIMA COUNTY, WASHINGTON
Class Specification
Class Title: Application / System / Network Administrator I

BAND: IT43		CLASS CODE: J23-3343	
DEPARTMENT: Information Technology	ACCOUNTABLE TO: Varies	JOB FAMILY: Information Technology	OVERTIME STATUS: Non - Exempt
<p>JOB SUMMARY: The Application / System / Network Administrator I is responsible for design, developing, implementing, troubleshooting and maintaining assigned countywide software, hardware, security and/or networking systems. Responsibilities also include a variety of assigned complex projects; planning, maintaining and upgrading the network, systems or server environments; developing and executing operational procedures; performing advanced technical research; providing high-level technical support; and analyzing and evaluating the impact of assigned projects on other Yakima County programs, departments and policies.</p>			
<p>DISTINGUISHING CHARACTERISTICS: The Application / System / Network Administrator I class is the entry level of a three level Application / System / Network Administrator classification series. The Application / System / Network Administrator I class is distinguished from the Computer Support Technician classes by the level of network, hardware, or systems responsibility. The Application / System / Network Technology Administrator I class is distinguished from the higher level classifications in the series by assigned responsibilities for specific systems, networks, or disciplines which may affect several departments or the entire county versus responsibility for strategic oversight, planning and monitoring of County wide technology in a broad discipline.</p>			
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample: (Position assignments may vary.)		BAND / GRADE
1.	Administers, implements / deploys, organizes, coordinates, monitors, evaluates and maintains operations of one to several assigned technology projects such as, but not limited to: cloud services, backups/disaster recovery, user acceptance testing, software validation, storage networks, voice solutions, video solutions, firewalls, IPS/IDS, switches, routers, radios, wireless access points, Uninterruptable Power Supplies (UPS), physical access control, network security, monitoring and supporting software for customer facing Business Intelligence systems or databases, data and system integrations, data solutions, monitoring software, virus protection, software and hardware.		C4
2.	In the area of assignment, proactively monitor the applications, provide and advise on solutions that prevent or minimize customer impact. Partake in general and overarching administration and configuration of applications. Undertake application administration, custom query and report creation, end-user support, training, troubleshooting, and documenting business processes and procedures.		C4
3.	Investigate and propose ways to maximize benefits from applications and platforms. work with stakeholders to receive approval and implement changes. Optimize existing workflows and helps develop and implement new workflows. Work with developers, analysts, and customers to update, maintain, and improve applications.		C4
4.	Analyze and resolve problems according to shifting priorities, time frames and resources. Documents resolutions. Provide oral and written status reports to the project manager, application stakeholder(s), and/or more senior IT staff. Develop mechanisms and automation for deploying projects and configuration changes across the various environments. Develop new processes and procedures to meet current challenges.		C4

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	Analyze business processes and associates them to software deliverables. Utilizes problem solving to troubleshoot, analyze and resolve technology issues. Provides advanced level technology expertise, and training to other Technology Services staff in assigned areas. Advises senior level staff or management.	
5.	Assist Workstation Support team, Application team, and Network and Server team when needed for troubleshooting issues. Maintain relationships with vendors, partner teams, and enterprise customers. Assist Network/Server/Application Administrators on technical issues with data or analytics. Works as a team with other Technology Services staff to develop technology disaster recovery plans, strategic plans, and security plans for assigned areas of responsibility.	B2
6.	Other duties as assigned.	

Knowledge: (Position requirements at entry):

Knowledge of:

- General computer operations;
- Advanced level of knowledge of some of the following depending on assigned area: network systems; network hardware and software programs including Microsoft products, Microsoft Windows Server, Microsoft SQL server, LINUX server operating systems, Microsoft 365, Active Directory, Azure AD, DFS, Terminal Servers, Virtualization software, Internet Information Server, System Center Operations Manager, Microsoft's Endpoint Manager, cloud solutions, and scripting with Powershell, knowledge of Microsoft SQL Server, SAN / Attached Storage, backup and recovery software, etc.
- Network security design and administration, etc.
- Research methods and analysis techniques;
- Advanced level of knowledge of hardware and software troubleshooting techniques;
- Customer service principles and techniques.

Skills (Position requirements at entry):

Skills in:

- Using a personal computer and related software applications; operating basic office equipment;
- Determining priorities and making critical decisions;
- Developing projects;
- Teaching, and coaching others;
- Developing, writing applying and implementing policies and procedures;
- Resolving problems and conflicts;
- Giving presentations, public speaking and facilitating meetings;
- Researching, and implementing compliance measures related to legislative requirements;
- Time management;
- Establishing and maintaining effective working relationships with staff at all organizational levels, outside agencies and with the public; and oral and written communication sufficient to exchange or convey information.
- Business communication etiquette.

Training and Experience (position requirements at entry):

Bachelor's Degree in Information Technology, Network Engineering, Infrastructure Management, Information Management, Cybersecurity AND 3 years of large enterprise experience OR any equivalent combination of training and experience that would provide the required knowledge, skills and abilities to successfully perform the essential duties of the job.

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Preferred:

Application Administrator -Experience with Microsoft SQL Server and scripting languages such as Powershell.

Server Administrator – Experience with Microsoft SQL Server and scripting languages such as Powershell.

Network Administrator– Experience with network hardware and software programs including Microsoft products, Juniper systems, Cisco systems, network security design and administration, etc

Licensing Requirements (position requirements at entry):

Some positions may require a current Driver's license;

Successful completion of a criminal background investigation and general employment verification.

Working Conditions:

Position may have the potential exposure to the following:

Environment: work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting, most of the time.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

Classification History:

New: 05/2006

Revised 5/16/08

Revised: 04/12/22

Revised: 12/07/22