

Job Title	Network Administrator	CL - 27
Occupational Group*	Professional Administrative	

Job Summary

The Network Administrator oversees the court's information technology (IT) networks. The incumbent installs network hardware and software, troubleshoots and repairs technical program problems, provides technical IT support and training to staff, and oversees major national systems and those developed or customized for local use. The Network Administrator works with management in the planning, design, maintenance, and support of networks and systems to improve efficiencies.

Representative Duties

- Design, configure, and implement network hardware and software. Develop standard guidelines for the use and acquisition of software. Plan, coordinate, implement, and test network security measures in order to protect data, software, and hardware. Monitor and optimize hardware, operating systems, and databases to improve system performance and reliability.
- Advise and make recommendations to management on network and other significant information technology issues. Develop and implement short-term and long-range automation improvement plans for the court unit, ensuring that the changes can be implemented with minimal disruption at the court site. Lead implementation and integration project teams, as required.
- Provide daily system backup and regularly monitor operations of the network equipment and systems. Recommend and install updates to ensure continued operation and act as the technical expert in solving network and related computer system problems. Install security, operating system patches, and database software upgrades. Provide file server maintenance and troubleshoot problems with network equipment.
- Customize and develop software programming as needed and advise staff on the use of the software. Develop software to extract information from existing system databases, or conversely, to add information to the database. Maintain software library and prepare and maintain documentation of all locally developed software.
- Provide training on new hardware, programs, and databases to IT staff members, including refresher training as needed.
- Provide support and problem resolution to desktop, system, laptop, printer, and PDA users.
- Advise management and users on specific information that can be readily extracted from existing files, extract information, and create reports as required.
- Prepare and maintain documentation for local networks as well as for systems acquired from outside the court or the Administrative Office. Prepare and maintain technical documentation for hardware.
- Identify and develop requirements for procurement of IT equipment and software to protect vulnerable information. Contact vendors when warranty or repair service is needed.
- Maintain contact with IT court personnel at different court locations to remain knowledgeable of developments, techniques, and user programs.

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

Information Technology

- 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 Local Area Networks (LANs) and Wide Area Networks (WANs), including system security standards. Knowledge of flowcharting, form design, and control procedures. Knowledge of programming languages to customize and modify systems and software and extract information and data. Knowledge of IT-related internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls. Ability to meet established deadlines and

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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. Skill in providing training on new hardware, programs, and databases.

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) with individuals and groups to provide information and training. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.

Factor 2 – Primary Job Focus and Scope

Network Administrators coordinate the timely repair of hardware and oversee computer networks. Incumbents advise and make recommendations to management on matters that take into consideration complex information technology issues within the court unit. Network Administrators support 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 extended shutdowns 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 perception of the judiciary and increased costs.

Factor 3 – Complexity and Decision Making

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

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, senior management, court unit staff, and Administrative Office staff for the purpose of sharing information, resolving network or other system problems, and leading 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. Incumbent may be required to lift and move moderately heavy items such as computer equipment. Some travel and night and weekend work may be required.

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*Occupational Group:

Operational Court Support Positions = **O**
Administrative Court Support Positions = **A**
Professional Administrative Positions = **PA**
Professional Line Positions = **PL**

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Job Summary

The Network Administrator coordinates and oversees the court's information technology (IT) networks. The incumbent performs both routine and complex network administration and systems duties, including developing standards, recommending network and/or systems infrastructure changes, and coordinating and implementing network security measures. The Network Administrator works with management in the planning, design, maintenance, and support of networks and systems to improve efficiencies.

Representative Duties

- Design, configure, and implement network hardware and software. Develop standard guidelines for the use and acquisition of software. Plan, coordinate, implement, and test network security measures in order to protect data, software, and hardware. Monitor and optimize hardware, operating systems, and databases to improve system performance and reliability.
- Advise and make recommendations to management on network and other significant information technology issues. Develop and implement short-term and long-range automation improvement plans for the court unit, ensuring that the changes can be implemented with minimal disruption at the court site. Lead implementation and integration project teams, as required.
- Lead project teams in managing information technology projects and implementing and integrating systems with other networks.
- Evaluate, recommend, and implement processes to improve efficiencies and performance of the networks through the development or purchase of products to automate and monitor routine tasks such as server and workstation maintenance activities, performance monitoring and reporting, installation of software or firmware upgrades, patches, etc.
- Recommend, schedule, test, and validate deployment of patches, security updates, and other upgrades to servers, workstations, and network components.
- Recommend and install updates to ensure continued operation and act as the technical expert in solving network and related computer system problems. Provide file server maintenance and troubleshoot problems with network equipment.
- Customize and develop software programming as needed and advise staff on the use of the software. Develop software to extract information from existing system databases, or conversely, to add information to the database. Maintain software library and prepare and maintain documentation of all locally developed software.
- Provide training on new hardware, programs, and databases to IT staff members, including refresher training as needed.
- Provide support and problem resolution to desktop, system, laptop, printer, and smartphone users.
- Maintain and periodically review access logs to systems and report areas of concern to management.
- Prepare and maintain documentation for local networks as well as for systems acquired from outside the court or the Administrative Office. Prepare and maintain technical documentation for hardware.
- Identify and develop requirements for procurement of IT equipment and software to protect vulnerable information. Contact vendors when warranty or repair service is needed.
- Maintain contact with IT court personnel at different court locations to remain knowledgeable of developments, techniques, and user programs.

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

Information Technology

- Extensive knowledge of theories, principles, practices, and usage of computer hardware and

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software. Thorough knowledge of data communications, data security, and privacy techniques. Advanced knowledge of office database design. Thorough knowledge of capabilities, limitations, and functional applications of information technology. Expert knowledge of operating systems, servers, and workstation products. Expert knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards. Advanced knowledge of flowcharting, form design, and control procedures. Advanced knowledge of, and skill in, information technology management. Skill in meeting established deadlines and commitments.

- Advanced skill in analyzing needs and requirements for supporting various server and workstation based applications over a LAN and WAN environment. Skill in coordinating information technology projects with senior management. Skill in analyzing, interpreting, and presenting research findings to prepare design specification. Skill in providing training on new hardware, programs, and databases.

Court Operations

- Knowledge of court policies, procedures, guidelines, and internal controls.

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) with individuals and groups to provide information and training. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.

Factor 2 – Primary Job Focus and Scope

Network Administrators conduct research, analyze options, and communicate the results of the analysis, while preventing legal or personal liability against the court unit executive and the employee. Incumbents advise and make recommendations to judges, senior management, and end users on matters that take into consideration complex issues or multiple functional areas within the court unit. Network Systems Engineers are responsible for modifying existing systems and/or designing and building new systems to meet the needs of the court unit.

Factor 3 – Complexity and Decision Making

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

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, senior management, court unit staff, and Administrative Office staff for the purpose of sharing information, resolving network or other system problems, and leading and managing information technology projects.

Factor 4B – Interactions with External Contacts

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Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting. Employees are required to lift and move moderately heavy items, such as computer equipment. Regular work during non-business hours and weekends is required. Overnight travel to divisional offices, other hearing locations, and meetings is required.

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- Operational Court Support Positions = **O**
- Administrative Court Support Positions = **A**
- Professional Administrative Positions = **PA**
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