

UTILITY INFORMATION SYSTEMS NETWORK ANALYST ADMINISTRATOR**DEFINITION**

Under general direction, provides professional support to the Alameda Municipal Power (AMP) department's network infrastructure system to ensure secure, reliable and high-performance connectivity across all systems, users and locations; assumes responsibility for optimizing network operations, responding to a diverse range of network related issues, and supporting end users; and performs related duties as assigned. provides technical assistance in designing and supporting information systems; installs, configures, troubleshoots and maintains a variety of computers and peripheral equipment including local area networks (LAN), municipal area network (MAN), virtual local area networks (VLAN), storage area networks (SAN) and virtual private networks (VPN), firewalls, routers, switches, monitors, printers, modems and other hardware and software; provides hardware and software related training, technical assistance and support to computer users. Performs other related work as required.

DISTINGUISHING FEATURES

This classification is responsible for providing professional support to AMP's network systems' infrastructure; performing specialized network system administration duties across multiple platforms; and ensuring data security, reliability, and integrity. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment.

Positions in this classification are responsible for integration of databases with each other, various types of networks, and other information systems, including those containing highly sensitive and/or confidential information.

EXAMPLES OF DUTIES

1. Performs a variety of specialized activities involved in the installation, configuration, operation, maintenance diagnoses and repair of physical and virtual servers, infrastructure, and related equipment, hardware, software and applications.
2. Assists in the planning, design, set-up, development and modification of virtual infrastructure and backup systems; and the development and implementation of related projects.
3. Responds to network incidents, outages and performance issues to ensure business operations; prioritizes incidents based on impacts; tracks recurring issues and conducts root-cause analyses; works with vendors as needed to resolve issues.
4. Inspects, troubleshoots, and diagnoses servers, routers, switches, firewalls, VPN and system hardware and application malfunctions to assure smooth running of network systems; makes changes as necessary.
5. Resolves connectivity and other network problems and malfunctions; administers, configures, monitors and maintains server environment and security; updates servers with security patches and anti-virus software as needed.
6. Monitors and analyzes network and server performance to ensure smooth and efficient operation and identify problems, concerns and security issues.
7. Administers virtual server infrastructure to ensure highly available systems, as well as network or cloud-based storage systems to support AMP business functions.
8. Performs firewall related duties; reviews firewall and IPS alerts; monitors for suspicious traffic or potential breaches.
9. Performs a variety of network and systems administration activities including establishing and maintaining Active Directory user accounts and passwords.
10. Maintains network topology maps and IP address inventory, documents, procedures and standard configurations; administers Active Directory user roles, multi-factor authentication, and conditional access policies; implements compliance controls; and supports application services, hybrid connectivity and integrations.
11. Provides technical assistance and user support as needed to internal and external stakeholders', and others concerning network related issues; responds to inquiries and provides detailed and technical information

concerning network design, equipment, hardware, software, security, connectivity, configuration, malfunctions, applications, practices, techniques and procedures.

12. Stays abreast of current trends and developments in network, storage, virtualization and cloud computing; evaluates and recommends new data center technologies; contacts vendors to request pricing information for hardware and software as directed.
13. Observes and complies with all department, state and federally mandated safety laws, rules, regulations, and protocols.
14. Install, configure, and maintain large, complex management information technologies.
15. Integrate hardware, operating system and applications for complex networked environments.
16. Participate with staff to conduct needs assessments, define system requirements, system capacities, and perform cost/benefit analysis.
17. Preview software; maintains up-to-date information regarding software needs and software availability from manufacturers; evaluate software releases for prospective applicability.
18. Recommend the purchase of new and replacement hardware and software.
19. Trouble shoot and maintain computer hardware and software; upgrade software as needed; recommend; changes in hardware, software and utilities as appropriate.
20. Install, configure, administer, troubleshoot and maintain a variety of computers and peripheral equipment including local area networks (LAN), municipal area network (MAN), virtual local area networks (VLAN), storage area networks (SAN) and virtual private networks (VPN), firewalls, routers, switches, monitors, printers, modems and other hardware and software.
21. Install, integrate and/or administer network-based hardware and software.
22. Design, network design and topology.
23. Develop and maintain network security procedures to meet compliance regulations; regularly monitor and assess alerts and log files; maintains up-to-date information on latest attacks and vulnerabilities.
24. Write reports, documentation, and procedures.
25. Provide technical support, user assistance and training.
26. Trouble shoot equipment problems and install new equipment.
27. Communicate with vendors, suppliers and staff concerning equipment and program installations and warranties.
28. Respond to emergency requests for equipment repairs.
29. Manage asset inventory and software licensing.
30. Coordinate development and administration of disaster recovery procedures and backup systems, including data backup and restoration of computer services.

Install, integrate, and administer wireless networks and devices including smartphones.

Other
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- 18-14. Performs related duties as assigned.

WORKING CONDITIONS

- Work is performed in an office or station environment.
- Occasional work outside of regularly scheduled hours.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.

PHYSICAL DEMANDS

- Sitting or standing for extended periods of time.
- Operate objects, controls, and/or tools such as but not limited to a computer, computer keyboard, and standard office equipment.
- Ability to interpret, read, and maintain various documents, such as files and reports, in a variety of formats.
- Reach with hands and arms; repetitive movements of hands or wrist; climb or balance; stoop, crouch, squat, crawl, walk; twist and bend from the waist.
- Ability to present and exchange information and communicate with departments and partners.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way

to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in computer science and information systems or related field.

Experience: Four or more years' experience in performing network systems, and server support duties, including working with server configuration, development, of which three years must be in the administration, installation, setup, account provisioning, Active Directory troubleshooting, maintenance, server maintenance, and analysis of networks, computers and peripheral equipment, hardware and software.

Experience with voice and data communications systems is desirable.

Knowledge

Knowledge of operation and use of personal computers, networks, and distributed data processing; principles industry standard topology and practices of Active Directory and affiliated components; firewall protection methods and techniques; operational characteristics of network infrastructure including, but not limited to, hosts, servers, related equipment, e.g., routers, and switches, and ; information systems applications; fundamentals of cloud networking; principles of, operations and peripheral equipment; network system architecture; network operating systems; multiple networking protocols; principles and practices of network performance and traffic monitoring, security and integrity maintenance; structure development, features, and access configurations and interfacing; telecommunications, host systems software, host operations, data storage and management, software tools and utilities, help desk operations; basic theory and principles of electronics; methods, tools and procedures used in the installation, repair and maintenance of computers, networks and peripheral equipment; and methods and procedures for storing equipment, materials and supplies; designated computer software.

Ability

Ability to work independently and coordinate with multiple parties, e.g., vendors, staff, and end users; install, configure, trouble-shoot, and maintain network infrastructure system, devices and components; prioritize responses for optimal system operations; maintain and update Active Directory operations and related access systems; monitor network and firewall operations and respond to system breaches or technical issues a variety of computers, networks and peripheral equipment; train and provide technical support to users in computer operation, software, stand alone and local area network systems; learn and effectively use software specific to staff needs; read and interpret documents such as operating and maintenance instructions and technical procedure manuals; prepare reports, effectively present information and respond to questions from staff and; vendors and the general public; define problems, collect data, establish facts and draw valid conclusions; interpret an extensive variety of technical instructions in diagram form and work effectively with abstract and concrete variables; schedule and perform work to meet established time lines; work independently with minimal supervision; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with vendors and staff at all levels.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs.

Other Requirements

As periodically determined by the City to establish and/or maintain the minimal level of knowledge, skills and abilities required by this classification and to meet the needs of the City. Industry certifications and/or experience required would be: Certified Novell Engineer (CNE) and Cisco Certified Network Associate (CCNA).

Possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

~~CL: Human Resources Department~~
~~July 8, 2026~~~~May 28, 2026~~