

# NETWORK ADMINISTRATOR - INTERMEDIATE

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The Comptroller of the Treasury is currently hiring for a Full-Time, Executive Service Network Administrator - Intermediate. This position is with the Division of Technology Solutions and is responsible for providing enterprise network hardware and software support of average difficulty. This position requires individuals who have a strong track record of effectively provisioning, installing/configuring, operating and maintaining networking hardware and software and related infrastructure. An employee in this class performs basic network operational duties and resolves enterprise network hardware, software and systems problems.

**Please submit resume with unofficial college transcript(s) and contact information for three (3) references to [HR.Comptroller@cot.tn.gov](mailto:HR.Comptroller@cot.tn.gov).**

## **MINIMUM QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the competency, knowledge, skill, and/or ability required with or without reasonable accommodation.

### **Education and Experience**

Graduation from an accredited college or university with a bachelor's degree and at least three years of successful network administration. Other combinations of education and experience, if evaluated as equivalent, may qualify an applicant for consideration.

### **Certifications and Licenses**

CCNA preferred  
JNCIS preferred

## **MAJOR RESPONSIBILITIES:**

- Use skills as an experienced professional with a good understanding of industry best practices and agency policies and procedures to resolve network issues using a methodical process and implement permanent solutions.
- Install and configure network hardware and software in accordance with standards and project/operational requirements, ensuring the network is secure.
- Monitor network performance to determine whether adjustments need to be made, and perform regular security monitoring and analysis to identify network security breaches or attempted breaches.
- Maintain enterprise networks by performing activities such as preventive maintenance, configuration backup and configuration restoration and code upgrades.
- Analyze enterprise network environment to determine network usage, disk space availability, or server function; and identify the causes of networking problems.
- Implement and provide technical support for IP voice and data services and equipment; and diagnose, troubleshoot and resolve quality-of-service problems.
- Develop network-related documentation, such as network diagrams, installation procedures, etc.
- Ensure agency change management and communication policies and procedures are followed for appropriate infrastructure changes.
- Conduct appropriate quality assurance processes to ensure accountability.
- Seize process improvement opportunities to streamline workflows and improve accuracy.
- Maintain and continually improve individual contribution to a service-oriented culture that supports customers and leadership.
- Communicate clearly and frequently with leadership, team members and customers.
- Utilize a high degree of tact and diplomacy in all interactions.
- Continually assess and communicate risk. Take action as assigned to document, control and mitigate identified risks.
- Use a variety of reporting methods to ensure compliance with relevant laws, rules, regulations, standards, best practices and policy.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

A successful employee in this role has the functional and technical knowledge and skills to effectively support enterprise network infrastructure. This role calls for the competencies to effectively solve problems in a stressful environment, partner with other technical teams to resolve network issues, learn new technology quickly, effectively manage their time and competing priorities, remain relentlessly focused on delighting the customer, and possess the strategic agility to adjust with changes in the business.

Necessary knowledge includes a strong working knowledge of network hardware and software standards, change management, configuration management, and business process improvement methods. Good skills and knowledge of network hardware and software standards, enterprise infrastructure support, continual improvement, and effective communication are important.

A successful employee in this role has skills in professional judgement and decision making, troubleshooting and problem solving, project and time management, customer service, and problem management. Incumbents should possess abilities in deductive and inductive reasoning, oral comprehension and expression, category and extent flexibility, speed of closure, and written comprehension and expression.

**This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by incumbents within this role. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties or responsibilities associated with the position. Employees may be assigned job related tasks other than those specifically presented in this description.**

The Comptroller of the Treasury is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other legally protected class. As required by law, we must record certain information. Applicants are invited to participate in the Affirmative Action Program by reporting their status as minority, disabled veteran or other veteran status, or other disabled. In extending this invitation you are advised that: 1) you are under no obligation to respond, but may do so in the future if you choose; 2) responses will remain confidential within the Human Resources Department; and 3) responses will be used only for the necessary reporting.

To comply with legal record keeping requirements regarding Affirmative Action, we ask that you complete the information requested in the link below. Please be advised that your completion of this form is NOT part of your official application for employment. It is considered confidential information that will not be used in any hiring decision. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment. If you choose to participate by completing this form, we thank you for your cooperation.

To complete this form, please go to: <http://www.comptroller.tn.gov/oms/careeropp.asp> and click Voluntary Affirmative Action Form.