

**UNITED STATES BANKRUPTCY COURT
SOUTHERN DISTRICT OF CALIFORNIA**

Job Title:	Network Administrator	CL- 29
Occupational Group:	Professional Administrative	

Job Summary

The Network Administrator position is located in the Systems Team of United States Bankruptcy Court Clerk's Office. The position performs complex application and network systems planning, support, maintenance, and is responsible for high-level information technology project management. This position coordinates and oversees the judiciary's information technology networks, including developing standards, recommending network infrastructure change, and coordinating and implementing network security measures. The position also provides technical support to the staff and operations of the Bankruptcy Court.

Representative Duties

- Responsible for Microsoft Active Directory, switch, router and access point configuration.
- Administration of the court's electronic mail system, and network back-up administration.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations.
- Maintain network security.
- Test databases, correct errors, and make necessary modifications. Perform data backups and disaster recovery operations. Perform system startup and shutdown procedures; maintain control records
- Plan, coordinate, implement, and test network security measures in order to protect data, software, and hardware.
- Manage and coordinate the timely repair of hardware including UNIX/LINUX computers, personal computers and other related communications devices and printers. Install, troubleshoot, and configure TCP/IP access to applications.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties. Perform basic system support for telephone systems.
- Develop, modify, and run special reports for different elements of the court unit.
- Adapt software and documentation; perform testing; establish operating procedures; devise security for software and data.
- Develop and implement short and long-range improvement plans for the court, ensuring the changes can be implemented with minimal disruption at the court site when changes are made.
- Develop and implement short-term and long-range automation improvement plans for the court, ensuring that the changes can be implemented with minimal disruption at the court site.
- Design, configure, and implement computer hardware and operating system software. Develop standard guidelines to guide the use and acquisition of software and to protect vulnerable information.
- Assist in the development and implementation of standard operating procedures for information technology. Recommend hardware, equipment, and software updates.
- Maintain the court's web servers.
- Train users to work with computer systems and programs. Diagnose hardware and custom off-the-shelf software problems, and replace defective components.
- Recommend changes to improve systems and configuration, as well as determine hardware or software requirements related to such changes.
- Provide user support, training, and problem resolution for systems-related problems. Specify users and user access levels for each segment of database.
- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with

web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and end user training.

- Troubleshoot hardware and software problems. Perform basic system support for telephone systems. Create log-ins. Provide day-to-day systems backups and verify the validity of data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs.
- Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Support the Information Technology team in the role of maintaining, designing, implementing, monitoring, troubleshooting and improving network hardware, operating systems, communications protocols and software applications.
- Other duties as assigned.

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

Information Technology and Automation

- Advanced knowledge of theories, principles, practices, and usage of computer hardware and software. Knowledge of office database design and data communications. Knowledge of, and skill in, using supported applications and their design. 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 systems security standards. Knowledge of flowcharting, form design, and control procedures. Ability to meet established deadlines and 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 analyzing needs and product requirement for supported applications. Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions for supported applications. Skill in analyzing court information technology needs, including evaluating supported applications.
- Knowledge of custom off-the-shelf computer hardware and software programs. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems with consideration of hardware and software as part of the experience. Knowledge of computer processes and capabilities, including a general understanding of database management. Ability to perform software and hardware maintenance and troubleshooting.

Court Operations

- Knowledge of court policies, functions, 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 Communications/Interaction

- Ability to communicate effectively (orally and in writing) with individuals and groups to provide technical information to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

Human Resources

- Skill in mentoring and training employees with varying educational backgrounds and aptitudes.

Budget, Finance and Procurement

- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to administer networks and other court applications. Network Administrators manage, oversee, and coordinate highly complex information technology projects. Employees at this level independently develop plans, as well as advise and make recommendations to management on matters that take into consideration complex information technology issues within the court unit. The Network Administrator is responsible for implementing plans approved by managers for information technology systems, including developing recommendations for improvements, adapting or modifying software and databases, performing testing, and assisting with problem resolution for systems-related problems. Network administrators coordinate the timely repair of hardware and overseeing of networks.

The incumbent's work affects the court as a whole and allows the court family to perform their duties and responsibilities in keeping with the Court's overall mission which is public service. They must demonstrate proactive and responsive customer service skills, also the ability to meet established deadlines and commitments. Routine maintenance of all automated equipment operating efficiently and effectively contributes to the overall productivity of the court. Attention to detail regarding security issues and virus protection are essential. Incumbent's actions keep the system operating with a minimum of disruption.

System failures and/or an extended shutdown 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 perceptions of the judiciary and increased costs.

Factor 3 – Complexity and Decision Making

The job involves gathering and analyzing information to determine and recommend the best course of action. The court's automated systems are highly complex and have been interconnected in that systems and processes from one rely on processes and output from others. The incumbent must consider efficiency and effectiveness of various automation alternatives with little or no disruption to the operating systems. The incumbent must make fast decisions and quickly implement corrective measures. The incumbent must also make well-analyzed long-term and short-term decisions. Technology is fast-paced, and the incumbent must remain current in the field in order to design programs that make the best use of current hardware and software technology. The incumbent must be able to communicate effectively with users to define problems and develop effective software solutions. The analysis of organizational needs requires the understanding of a wide variety of complex legal, operational and administrative processes.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, senior management, Judges and chambers staff, court unit staff, and Administrative Office staff for the purpose of leading and coordinating information technology staff and managing information technology projects.

Factor 4B – Interactions with External Contacts

External contacts are end users, including attorneys and trustees, and vendors for the purpose of developing, designing, and modifying supported applications.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting. Must have ability to interact in a positive and professional manner with users at all levels of the court and the ability to help maintain a strong team environment. Duties require working during non-business hours. Employees may be required to lift and move moderately heavy items, such as computer equipment.