

<b>GEORGETOWN UNIVERSITY</b>	PIN:
<b>INFORMATION TECHNOLOGY POSITION DESCRIPTION</b>	Date:
CLASS TITLE: <b>NETWORK SERVICES ADMINISTRATOR</b>	
Please check one: <input type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Updated for files only	

**A. General Information:**

Name of Incumbent:	
Class Code:    2263	Departmental Position Title:
Supervisor (Name, Title and Phone):	
Home Dept.#:	Dept. Name:
Cost Center(s):	
Is this a Term position? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Exp. Date:
Number of months per year:	Number of hours per week:

**B. Position Summary:** *This should explain why the position exists. Choose one level only which describes how the position functions 80% of the time..*

<p><input type="checkbox"/> <b>Entry level:</b> Responsible for participating in a team environment. Has a <b>sufficiency</b> of skills and knowledge to perform <b>moderately complex</b> functions to assist in managing a multiuser data/voice/video systems. In a <b>clearly defined</b> environment, has accountability to make value added contribution in issues/problem resolution. Searches for solutions within an area of learned things. Works under <b>moderate</b> supervision.</p> <p><input type="checkbox"/> <b>Intermediate level:</b> Responsible for participating in a team environment. Has <b>advanced</b> skills and knowledge to perform <b>complex</b> functions to assist in managing a multiuser data/voice/video systems. Responsibilities may include network security, installing new applications, distributing software upgrades, monitoring daily activity, enforcing licensing agreements, developing a storage management program and providing for routine backups. In a <b>clearly defined</b> environment, has accountability to make value added contribution in issues/problem resolution. Requires <b>analytical, interpretive or constructive</b> thinking to find solutions. Receives periodic direction and general supervision.</p> <p><input type="checkbox"/> <b>Advanced level:</b> Functions as a <b>Team Leader</b>. Has <b>advanced</b> skills and knowledge to perform <b>complex</b> functions to assist in managing a multiuser data/voice/video systems. Responsibilities may include network security, installing new applications, distributing software upgrades, monitoring daily activity, enforcing licensing agreements, developing a storage management program and providing for routine backups. In a <b>broadly defined</b> environment, has accountability to resolve a range of issues and problem. Requires <b>analytical, interpretive or constructive</b> thinking to find solutions. Receives periodic direction and general supervision.</p>
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**C. Organizational Characteristics:** *Please attach organizational chart.*

Organizational Unit:
Reporting Responsibilities:
Supervisory Responsibilities:

**D. Principal Accountabilities:** Select only those duties which directly apply to the position you are describing. You may expand on duty statements for clarity. You may add duties which are not listed, but which you feel are important. Indicate percentage of effort (time) required. Percentages must equal 100%. You must check whether an accountability is Essential (E) or Non-Essential (NE) for Americans with Disabilities Act purposes. Please check whether task is performed (D)aily, (W)eekly, (M)onthly or on a (P)eriodic basis.

<input type="checkbox"/> 1. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Respond, diagnose, and resolve reported problems with desktop and peripherals which provide data/voice/video service.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 2. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Manages user access to service-based application, shared drives, personnel drives and networked printers.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 3. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Coordinates with appropriate UIS personnel to resolve complex network, core business application and server-based problems.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 4. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Deliver, install and update new and existing desktop resources and services (including voice/data/video), software, and peripherals (printer, scanners, modems etc).
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 5. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Coordinates system events with end-users, installs and upgrades software as needed.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 6. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Participates in planning and executing projects such as replacement cycles, software upgrades, multi-staff moves, and other service requests.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 7. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Documents, tracks and reports work through updating the Peregrine system. Provides clear and timely information on steps taken to resolve problems and services delivered.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	

	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 8. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	May be responsible for the installation, maintenance and management of minicomputer systems and their hardware and software components.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 9. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	May perform system backups and restores on a regular basis.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 10. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	May work with end users, technical staff and management to research and develop new programs for improving and enhancing access to information resources and electronic communications.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 11. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	May be required to continually reevaluate program effectiveness and usefulness.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 12. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	May work closely with the UIS Security Agent to monitor and maintain system security, implement security procedure as appropriate.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 13. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	May develop, or assist in the development of policies and procedures which affect the operations and use of technology. This could include the monitoring and evaluating of existing policies.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 14. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	May be required to install, update and maintain data information systems.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 15. (%)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	May be involved in the training and educating of end-users and technical support staff on using and working with systems.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	

**E. Dimensions:**

Number of Persons Supervised:	Direct:	Indirect:
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Number of Students Supervised:	Direct:	Indirect:
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**Leadership:** *Check the most descriptive statement for the job as a whole.*

- 1) “Work/Project Leader”: answers general questions and provides assistance; maintains assignment completion schedules; performs the same tasks as others.
- 2) “Team Leader”: advises and directs the teams; answers complex questions functioning as an expert resource; maintains assignment completion schedules. Performs the same and higher level tasks.
- 3) Supervisor: participates in the selection process of new employees; assists with performance appraisals; disciplinary problems are referred to a higher level. Performs similar and higher level tasks.
- 4) Supervisor: solely responsible for hire/fire decisions; performance appraisals; employee training and development; handles disciplinary problems. **This person will be evaluated on these decisions.**
- 5) Supervisor: responsible for multiple units or areas, each with supervisors who have hire/fire authority.
- 6) Not applicable to this position.

**Complexity of Work:** *Check the most descriptive statement*

- 1) Routine: Primarily deals in one singularly directed functional area. Awareness of related areas is not significant.
- 2) Semi-complex: Requires some integration of different but relatively similar bodies of knowledge and/or functions. Some analytical ability becomes prevalent.
- 3) Complex: Functions differ significantly from each other or a major function is broad and requires integration of differing complicated bodies of knowledge. Analytical ability is clearly required.
- 4) Very Complex: Involves complicated bodies of knowledge/functions that differ substantially from each other.

**Freedom of Action:** *Check the most descriptive statement*

- 1) General Supervision: Proceeds on regular tasks, referring questionable situations to supervisor.
- 2) Very General Supervision: Resolves most questions, accomplishes most tasks without guidance.
- 3) Little Guidance: Performs complex functions, establishes priorities, resolves issues, rarely refers to supervisor.
- 4) Plans, develops, and implements functions/projects for functional unit(s) or team(s).
- 5) Other (explain):

**Impact:** *Check the most descriptive statement*

- 1) Decisions could positively or negatively affect the immediate work, individual user or group of users.
- 2) Decisions could positively or negatively affect a large group of users, entire department, or networked systems.
- 3) Decisions could positively or negatively affect multiple departments.
- 4) Other (explain):

**Interactions:** *Check the most descriptive statement and describe contacts*

- 1) Exchange basic information and normally requires ordinary courtesy and effectiveness in informing others.
  - 2) Exchange and interpret information requiring understanding to influence others.
  - 3) Exchange, analyze, and interpret information requiring various approaches to influence others.
- Describe the people with whom this position has regular contact. Identify level and title of GU positions or describe persons outside GU:

**Fiscal Responsibility:**

Budget responsibilities (creation or disposition) or salary dollars:
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Capital inventory affected:
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**Physical Working Conditions:** *Describe physical environment, lifting, walking, fumes, odors, etc.*

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**F. Minimum Qualifications:**

Academic Level: <input type="checkbox"/> High School <input type="checkbox"/> College <input type="checkbox"/> Bachelor's <input type="checkbox"/> Master's <input type="checkbox"/> Doctorate Degree Program (list):
Practical Experience in Years: <i>Check appropriate box and fill in type of experience required.</i> <input type="checkbox"/> 1) Entry level: 1-2 years work experience in... <input type="checkbox"/> 2) Intermediate level: 2-4 years work experience in... <input type="checkbox"/> 3) Advanced level: 4+ years work experience in...
Technical Qualifications or Specialized Certification:
Other Skills:

**G. Additional Information About this Position:**

*Supplementary information as applicable. List responsibilities that have changed since the last position description was done, or reasoning behind creating a new position. List all special skills required, characterized as mandatory or desired.*

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**H. Signatures:**

Incumbent:
Supervisor:
Dept. Head or Authorizing:

**Attach Organizational Chart**