LAN/WAN Administrator - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

. KNOWLEDGE OF WORK:
- Is competent in the following hardware and software requirements: Examples are:

3270 Terminal Emulation's	Microsoft Office 97
Microsoft Windows 4.0 - 95 - NT	Ethernet and token rings
TCP/IP protocols	Cisco Routers, Bay networks, Nodes/hubs
Microsoft NT server	HP Synopic Hubs
Novell Netware	Network Monitoring software
Norton Utilities Backup	VirusSafe

- Understands the mission, culture, general operating functions and LAN/WAN computer needs of the organization, its unique operating environment, operating risks, and available strategies and tactics to harness PC technology and effective utilization
- Knows how to define computer problems, collect data, establish facts about operations, defects and computer glitches and resolve such problems in a timely manner.

QUALITY OF WORK:
- Maintains complete and accurate daily, weekly, monthly and other periodic records of LAN/WAN operation, ensures incidents of down-time are minimal, and demonstrates an appropriate sense of urgency in attending to the correction of operating problems.
- Prepares LAN/WAN procedures and manuals for users that establish, in writing, the standard methods and procedures for each appropriate function of the overall system.
- Creates training programs on system utilization to increase computer literacy and productivity.
- Periodically, conducts tests of various aspects of the LAN/WAN system to evaluate risk exposure; tests operating protocols to eliminate improper configurations, unauthorized users, or misuse of system requirements; and, documents such tests as verifiable benchmark reference points.

QUANTITY OF WORK:
- Develops schedules and routines that provide the opportunity to capture and control the entire system for purposes of testing, updating software/hardware, and general maintenance without impacting direct users, as well as schedules and routines that free incumbent to work with individual users in resolving user problems, teaching new techniques, or being generally available to individuals within the organization to solve problems and plan improvements.
- Invests time and effort in becoming informed about new LAN/WAN applications – both hardware and software – and prepares recommendations and plans for the continuous updating of the system in harmony with the technology plans of the organization.
- Develops a pro-active approach to LAN/WAN administration. Plans each day's activities to ensure maximum productivity, the greatest coverage of potential problem areas, and significant visibility within the organization.

PROBLEM ANALYSIS/RESOLUTION:
- Regularly examines, in detail, the operational policies and practices of the organization that impact this particular job.
- Observes how the organization utilizes technology and how it utilizes people in its production and delivery system and develops improvements to resource utilization.
- Develops cost/benefit reports on selected operational functions to determine the most efficient and effective methods of operating these functions currently, and into the future.
- Involves people in problem analysis/resolution to improve their problem-solving methods and skills.