

**CHAPTER 8**  
**DIVISION NETWORK ADMINISTRATORS**  
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## CHAPTER 8

### DIVISION NETWORK ADMINISTRATORS

1. PURPOSE. The purpose of this chapter is to outline expectations regarding the selection of Division Network Administrators (DAdmin) for the CHP field Divisions.

2. POLICY.

a. The Department shall identify one position in each field Division to be used for network support. These positions shall be known as DAdmins. The Department recommends each Division identify a second position be designated as Division Local Area Network (LAN) Coordinator. This position will serve to share the workload of the primary DAdmin and provide a backup during vacations and illnesses. The Department further recommends the DAdmin position be classified at the Information Technology Associate (ITA) or Information Technology Specialist I level and the Division LAN Coordinator be classified at the Information Technology Technician or ITA level.

b. Roles and Responsibilities. The DAdmin acts as the liaison to the Area LAN Coordinators assigned to each Area within the Division. The DAdmin is responsible for restoring data from backups, maintenance and troubleshooting of field servers, field network support, and wide area network equipment installations within the Division. The DAdmin is also responsible for providing user training and orientation for new computer users in the Division and/or enlisting formalized out-service training as funding permits.

3. PROCEDURES.

a. Qualifications.

(1) Required Skills. Persons applying for the field DAdmin positions must have a high level of technical expertise, skills, and knowledge of computing devices (i.e., desktops, laptops, tablets); an aptitude and a desire to work with computers; and be able to work independently without supervision or continual support. The following qualifications are recommended:

- (a) Experience using computing devices.
- (b) Experience with Microsoft Windows desktop and server products.
- (c) Experience with Microsoft and Cisco (or other) routers and switches.

(d) Strong interest in administering network systems and supporting computing devices.

(e) Outstanding interpersonal skills.

(f) Ability to travel to Area offices within the Division and to attend quarterly training at the CHP Academy.

(2) Desired Aptitude. Information Management Division has limited personnel resources to respond to field Division LAN and computing device problems. In order to maintain the operational effectiveness and efficiency of the LANs, the DAdmin and Division LAN Coordinator must be able to develop the expertise to become self-sufficient in the quick resolution of routine technical issues.

(3) Information Management Division Assistance. Information Technology Section (ITS) and Technology Infrastructure Section (TIS) personnel are available to work with DAdmins on unique, nonroutine situations, as they arise.

b. Hiring Interview. The hiring interview is critical to the selection of a DAdmin.

(1) Construction of Questions. Interview questions should be carefully constructed to gauge the candidate's knowledge of the technical areas required to be supported on the job.

(2) Transfer Applicants. Particular attention should be paid when interviewing transfer candidates from non-information technology classifications to ensure these persons possess the necessary skill and knowledge sets.

(3) Reclassifying Positions and Recruitment Issues. The TIS should contact Selection Standards and Examinations Section for information on reclassifying positions and recruitment issues.

c. Technology Infrastructure Section Assistance.

(1) Hiring Process. The TIS is responsible for all aspects of the hiring process, including:

(a) Recruitment of candidates.

(b) Development of interview questions.

(c) Participation in interviews.

(d) Ranking of candidates.

(e) Final candidate selection.

(2) Training and Support. The ITS and TIS personnel will work with field Division personnel to ensure DAdmins and Area LAN Coordinators receive appropriate network administrator training.

(a) Vendor-provided classroom training may be provided in the following areas:

- 1 Microsoft Windows (operating system/user interface).
- 2 Microsoft Office Suite (word processing, database, spreadsheet, collaboration).
- 3 Microsoft Outlook (e-mail, calendaring, scheduling).
- 4 Microsoft user administration.

(b) Division Administrator In-Service Training will be provided by ITS and TIS personnel to acquaint administrators with the network and computing device environments.

(c) The DAdmins and Area LAN Coordinators will be invited to attend scheduled DAdmin In-Service Training held at the CHP Academy. This training is designed to assist them in successfully performing their assigned duties.

(d) The TIS, Information Technology Support Unit personnel are available for extended hours hotline support. Names and telephone numbers for key ITS and TIS support personnel will be provided, as well as names and telephone numbers for individuals responsible for providing vendor hardware maintenance and support.

d. Duties. The DAdmin shall be responsible for the following duties:

- (1) Controlling data access on the Division LAN.
- (2) Password control on the Division LAN.
- (3) Deleting LAN user and e-mail accounts on all file servers installed in the Division.
- (4) Deploying new applications distributed by headquarters within the Division.
- (5) Managing network printers.

- (6) Performing daily back-ups of the Division file server.
- (7) Providing file recovery services to Division and Area office file servers.
- (8) Managing the backups (e.g., restoring deleted files for users).
- (9) Deploying new and replacement network equipment within the Division (e.g., servers, routers, switches).
- (10) File maintenance (i.e., monitoring file servers to ensure users are deleting obsolete files).
- (11) Providing first-level support for all Division LAN users.
- (12) Providing second-level support for all Area LAN Coordinators.
- (13) Providing training or tutoring as necessary.
- (14) Training and orienting new Area LAN Coordinators in the Division.
- (15) Providing workstation support for the Division (e.g., ensuring workstations are configured properly, troubleshooting problems).
- (16) Acting as the single point of contact for all network-related problems in the Division.
- (17) Providing input to TIS regarding specific computer-related hardware and/or software solutions required or desired by the Division.