

Position: Network Analyst	AFSCME
Department/Site: Information Technology	FLSA: Non-Exempt
Evaluated by: Information Technology Supervisor	Salary Grade: 41

Summary

The Network Analyst position is responsible for oversight and technical support for all City network devices and services, including on-premises and cloud servers. This position implements, configures, and administers server and network software. The position acts as a lead resource for Helpdesk/desktop management, Public Safety hardware and software support, and recommends best practices for such systems. Works with other IT staff, vendors, and regional partners on technical solutions and development.

Distinguishing Career Features

This position performs a variety of advanced systems and network administrative tasks related to the planning, installation, and management of information systems hardware and software. This position has responsibility for server and network device implementation, to include Windows Server deployment, configuration, and maintenance in a multi-user computing environment to ensure continuous, optimal performance of IT services and systems. This position reports to the IT Supervisor. This position is distinct from the IT Specialist or in that it performs a higher level of network and server administration duties.

Essential Duties and Responsibilities

1. Evaluates, recommends, installs, configures and maintains system hardware and software; including operating systems and application software, system upgrades, network printers and data communication lines; develops and documents hardware and software installation processes for IST staff.
2. Investigates system functionality complaints from users; diagnoses and resolves advanced computer hardware and software problems.
3. Conducts analysis of defined computer information system problems and develops feasible solutions to specific problems in accordance with computer industry standards and technology. The work affects the operation of systems or programs developed for various departments and agencies.
4. Develops computer system specifications for proposed solutions to information system problems or for distinct portions of larger information systems projects. Provides primary support for Public Safety-specific hardware and software.
5. Performs systems and network administration tasks to include implementing, configuring, and maintaining physical, virtual, and cloud servers. Monitors network performance; troubleshoots network problems; coordinates maintenance and repair with staff, vendor, and partner agencies.
6. Provides system training and technical support for users, in accordance with applicable information systems policies, procedures, methods and techniques; distributes information regarding system changes or enhancements; assists in preparing training materials.
7. Attends and participates in technical conferences, seminars and outside user groups to keep abreast of changes in technology.

8. Performs database administration duties; provides support in planning, designing and implementing databases; maintains database security and user access; designs, creates and maintains physical objects including tables, files, libraries and indexes to support computer applications using database management systems; monitors database performance and troubleshoots problems; monitors and maintains space allocation for databases and files.
9. Serves as project lead over all aspects of assigned information systems projects; evaluates and assesses client needs; identifies and allocates resources including staff, equipment and materials; sets project priorities, goals and objectives.
10. Reviews and assists in the evaluation of new software and tools related to web development.
11. Participates in meetings with department and agency representatives.
12. Assists Information Technology Supervisor with preparation of budgetary documents.
13. Prepares purchase order requests; tracks computer-related equipment and software in purchase order system as requested.
14. Maintains positive public relations with customers and is responsive to customer needs.
15. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
16. Performs other duties as required.

Qualifications

▪ Knowledge and Skills

- Knowledge of Physical, Virtual (esp. VMWare, VSphere,), and Cloud-based (esp. Azure, AWS) servers and services.
- Advanced knowledge of installation and administration of Microsoft (MS) Server operating systems, MS Office Suite, MS Exchange Server, MS Internet Information Server, MS SQL, DHCP, WINS, DNS and other email and network related software and services.
- Advanced knowledge of the administration of user accounts, groups, policies, profiles, shared resources, permissions, etc. automation and computerized financial application.
- Advanced knowledge of networking systems, architectures, and protocols used on MS Windows operating systems including TCP/IP.
- Knowledge of principles and procedures of quality assurance and security related to computer information systems or telecommunication systems, methods and techniques of file manipulation and data validation.
- Knowledge of the uses and capabilities of data processing hardware, software and telecommunications used in City departments and outside agencies.
- Skill in operating and maintaining the following tools and equipment: telephones, server platforms, printers, routers, switches, hubs, UPS, wiring, faxes, and projectors, etc.
- Skill in troubleshooting and analytical problem solving.
- Ability to communicate complex technical information to both subject matter experts and lay persons in a professional and understandable manner.

▪ Abilities

- Operate a personal computer and perform software troubleshooting functions.
- Analyze and evaluate data, formulate proposals and implement computer system plans.
- Organize and prioritize tasks and assignments.

- Establish and maintain effective working relationships with employees, public officials, the general public.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.
- Resolve problems within, and conflict between, highly technical systems.
- Interpret technical information, write technical reports.
- Coordinate vendor resources for support and project functions.
- Pass a technical assessment test applicable to the job description.
- Pass CJIS personal technical clearance exam.

▪ **Physical Abilities**

Exertive - Extensive walking, recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting of light or moderately heavy items.

The incumbent performs work of a sedentary to moderately active nature. Requires sufficient ambulatory ability to sit for extended periods of time, move to project locations, to stand for intermittent periods of time, and to bend, stoop, and reach for limited periods of time to retrieve work materials. Requires sufficient arm-hand-eye coordination to operate a computer keyboard and peripheral equipment. Requires visual acuity to create and read three-dimensional and detailed drawings and observe structural work-in-progress. Requires verbal and auditory ability sufficient to carry on conversations with others and make presentations to groups.

▪ **Education and Experience**

Graduate of a four (4) year college with a degree Computer Science or related field, or any combination of relevant education and experience.

Four (4) years or more of current demonstrable experience as an Information Technology Specialist on a medium size or larger network of servers and desktop systems. Demonstrated experience in managing server and desktop systems, knowledge and experience in network switches and routing systems.

Desirable certifications: Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP), Cisco Certified Network Administrator (CCNA) or Cisco Certified Design Associate (CCDA) or Cisco Certified Network Professional (CCNP)

Position requires a sufficient degree of experience and or education that clearly demonstrates the employee's ability to successfully perform the tasks and skills outlined in the job description.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors and outdoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.