NETWORK ANALYST

OVERALL JOB PURPOSE STATEMENT

Under the direction of the Director of Information Technology, the Network Analyst provides technical and resource services for the purposes of planning, designing, installing and maintaining the District's wide area network, Internet access and local area networks; planning and installing network cabling; analyzing local area and wide area network traffic; providing network user support and assistance.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for the planning, installation and ongoing maintenance of the District's wide area network and local area networks. This includes providing technical support for software and hardware associated with the networks; ensuring the reliable interface among the District's local area networks; access to web-based systems and the Internet; and planning and maintaining network security. This position also serves as a technical resource for technology support staff and may provide leadership and oversight of their assignments relating to network connectivity. This position ensures that local area networks conform to the specifications and standards established to ensure the technical integrity and reliability of the District's overall wide area network.

ESSENTIAL JOB FUNCTIONS

- Administers the District's wide area network (WAN) and all local area network (LAN) connections, including hardware, Voice/Telecommunication system, software, access to web-based systems, Internet, and security issues, for the purpose of maintaining the integrity and operational capability of District systems.

- Plans and recommends projects for the purpose of installing and maintaining computer hardware, cabling, routers, switches, wireless hardware and appropriate software.

- Resolves customer complaints/ensures customer satisfaction when other department staff need assistance with a difficult problem and the customer remains dissatisfied.

- Applies logic, problem analysis/resolution, and interpersonal skills to support other department staff in resolving the most complex technical problems of the system to meet user needs.

- Documents, obtains and shares information to Technology staff on existing and future systems to set technical procedures to be used.

- Applies the latest technologies to continually improve efficiency and effectiveness of all areas of technology.

- Diagnoses, repairs and tests network equipment (e.g. servers, data communications hardware, lines, modems, wireless coverage etc.) and software problems for the purpose of maintaining integrity and reliability of the network.

- Analyze network traffic for the purpose of identifying traffic congestion and or defective equipment and taking corrective action.

- Installs, tests, deploys, troubleshoots and performs adjustments to a variety of network software on workstations and servers.

- Recommends design and configuration of wide area, wireless and local area networks (WAN, LAN) for the purpose of ensuring adequate network resources to meet current and future District technology needs.

- Plans/supervises/monitors WAN and LAN backup systems, standards and procedures for the purpose of ensuring availability of data and systems in event of file server failure.

- Develops training programs for the purpose of maintaining the relevant technical support skills of other technology-related support positions.

- Participates in various activities (e.g. meetings, training, etc.) for the purpose of receiving and/or conveying information relating to professional requirements, upgrades, new products and other changes and trends in technology and/or reviewing and making recommendations on incorporating and acquiring advances in hardware, software and other facets of technology.

- Meets with various site and district personnel and committees for the purpose of conferring, recommending and planning installations and upgrades.

- Maintains district's web/cloud-based system for the purpose of ensuring its availability and reliable operation.

- Ensures technology department projects and work orders are completed on-time, on-budget, and on-specifications.

- Documents, obtains and shares information with Technology staff on existing and future systems to set technical procedures to be used.

- Applies the latest technologies to continually improve efficiency and effectiveness of all areas of technology.

Other Job Functions

- Performs other related duties as needed and assigned.

ESSENTIAL JOB REQUIREMENTS – QUALIFICATIONS

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:
Basic understanding of programming theories
LAN and WAN network software and hardware configurations and enhancements
Specific programming languages determined by current applications
Database systems and procedures and data communications and network protocols
Appropriate diagnostic tools and program documentation

Technical aspects of field of specialty
Oral and written communication skills
Interpersonal skills using tact, patience and courtesy
Applicable sections of the State Education Code and other applicable laws
Network and computer operating software and troubleshooting tools currently used by the District
Networking fundamentals
Knowledge of PC compatible and Macintosh hardware and operating systems currently used by the District
Current trends in computer networking hardware and software
Internet working protocols and tools
Wide area networking hardware and programming currently used by the District
E-mail systems
Centrally managed, large-scale wireless networks
SAN, and Virtual Machine, hardware and software
Knowledge of Microsoft Windows server domains and active director
Knowledge of Linux-based servers
Basic familiarity with Unix
Current releases of office productivity software used by the District
Web page development tools such as Dreamweaver FrontPage or NetObjects Fusion as well as basic
     knowledge of HTML coding
Voice over IP (VOIP), call managers, voice gateways
Telco services, such as T1, frame relay, and ISDN
Ethernet topologies and switching technologies
Internet proxy and filter servers
Firewall hardware and software (e.g. Cisco's PIX ASA)

SKILLS are required to perform multiple, highly complex, technical tasks with a need to frequently upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating tools, advanced hardware and software, and diagnostic equipment
Ability is required to recommend, design, install, maintain and administer LAN, WAN, Wireless computer systems and peripherals
Install and configure a variety of computing and data communications equipment
Learn and understand quickly new technologies affecting WAN, LAN, and Wireless design and maintenance
Develop and deliver training programs
Analyze, troubleshoot and correct complex network protocol and data communications issues
Develop new applications and programs
Establish and maintain cooperative and effective working relationships with others
Plan and organize work
Work independently with little direction
Meet schedules and time lines
Learn new computer applications and train others
Use small hand and power tools

RESPONSIBILITY

Responsibilities include: working independently under limited supervision using standardized practices and/or methods; providing expert advice and guidance to other persons within a department, large work

unit, and/or across several small work units; and developing cost estimates and acquisition sources for new hardware and software. Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is continual opportunity to significantly impact the organization's services.

GENERAL WORKING CONDITIONS WORKING ENVIRONMENT

Computer labs, classrooms and offices; Subject to stooping, lifting, crawling and climbing ladders to install cabling and equipment. The usual and customary methods of performing the job's functions requires the following physical demands: some lifting, carrying, pushing and/or pulling; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; significant reaching, handling, fingering and/or feeling. Generally the job requires 75% sitting, 10% walking and 15% standing. Most of the time the job is performed in an office environment under minimal temperature variations, a generally hazard free environment, and in a clean atmosphere. As required, the job is occasionally performed at school and/or construction sites and incumbent may be subjected to ambient outside weather conditions and hazards found at building construction sites requiring use of safety hat, shoes, and other protective equipment as may be required at a site.

EDUCATION & EXPERIENCE

Any combination of training and experience equivalent to graduation from high school and four years of experience in providing technical support to computer users in a network environment and in the maintenance, operation, and repair of microcomputer systems, networks and software, at least two of which must have included responsibility as the primary technical support for local and wide area networks. Course work in computer science, computer engineering, or a closely related field may be substituted for up to two years of general experience on the basis of 30 semester/45 quarter units for one year of experience.

REQUIRED TESTING

Pre-employment testing and assessment to demonstrate minimum qualifications required for the position

LICENSES AND OTHER REQUIREMENTS CERTIFICATES

Possession of a valid California Class C Driver's License; record of driving history issued by the California DMV on its Form H-6 less than 30 days prior to applying for the position

CONTINUING EDUCATION/TRAINING

None Specified

CLEARANCES

Fingerprint Clearances issued by the California Department of Justice and the Federal Bureau of Investigation (FBI); TB Clearance; Pre-employment physical examination including negative drug screen

FLSA Status

Non-Exempt

Salary Range

Bargaining Unit Schedule