
Position:	Network Analyst I	FLSA:	Non-Exempt
Department/Site:	Information Technology Services	Salary Grade:	23
Reports to/Evaluated by:	Manager, Network Services	Salary Schedule:	Classified

SUMMARY

Performs setup, instruction, help, and troubleshooting on user-based systems on LAN/WAN networks including some server support. Performs diagnostics on networked microcomputer hardware and District supported operating systems. Participates in basic technical support and help functions that relate to servers and networks.

DISTINGUISHING CAREER FEATURES

This is the first level in a broad-based career ladder governing network administration and data communications. Advancement along this ladder can occur through mastery with server and network administration. At Level I, the position is capable of basic network operations, account setup and permissions, physical equipment installation, conducting training in specialized software, and providing setup, connection, maintenance of existing servers and basic understanding of the 7 layer OSI model. At Level II, the job would require the ability to independently maintain servers and to know routing and switching. This includes the ability to install servers and basic diagnostics. At Level III, the job requires the ability to design independent systems, automate processes and diagnose systems and equivalent knowledge to CCNA or MCSA certification. At level IV, the job requires the ability to assist and support the entire district network, which includes LANs and WAN across the Cities of Fresno and Clovis, provide support for the Network Manager in maintaining servers, systems, and services, including, but not limited to, Microsoft technologies, Linux systems, storage, cloud systems, and virtual environments, and the equivalent knowledge to CCNP or MCSE certification.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receives and responds to calls and personal inquiries regarding common questions and problems with networked program usage (e.g., email clients, web browsers, Windows clients).
- Documents calls and assigns questions and solutions to a predetermined index that is accessible by others.
- Installs operating systems such as Windows and Linux. Sets up and configures servers. Installs network applications software and other associated programs and files.
- Creates and modifies user accounts at the network and server application levels.
- Performs routine backup of networked operating systems.
- May analyze, modify, test, and debug existing database structures, systems and programs. Analyzes problems and makes modifications to systems and individual programs as required.

- Implements and assigns modifications or enhancements to existing database structures and programs to meet user needs or system design changes. Assists in implementing and internal data processing standards and procedures.
- Performs other duties as assigned that support the overall objective of the district.

QUALIFICATIONS

Knowledge and Skills: Requires knowledge of personal computer based local area networks; network operations over multiple servers and platforms; principles and practices of data processing and network maintenance, including connectivity to individual work stations. Must understand the protocols and procedures for setting up new equipment, troubleshooting, and performing routine maintenance. Must be familiar with Microsoft operating systems. Must know the physical elements of the network including: fiber optic and twisted pair cabling and connections; and routing, switching, and wireless equipment. Requires a basic understanding of district protocols. Requires communication skills to understand and follow technical instructions as well as convey necessary information to users regarding interface requirements. Requires sufficient math skills to set up numeric sequences. Requires sufficient writing skills to document user transactions and to outline steps for solving problems.

Abilities: Requires the ability to perform all of the relevant duties of the position with only general supervision. Can work effectively in a team environment. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze well precededented technical problems and to develop and apply appropriate solutions. Must be able to learn and apply TCP/IP addressing. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, and connectivity software. Must be able to provide service during non-normal work hours.

Physical Abilities: Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of heavy weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

Education and Experience: The position requires two years of college-level course work in microcomputer hardware and software components, microcomputer operating systems and data communications software. Alternatively, one year of college-level course work in the same areas and two years of additional job training or experience. Additional experience may substitute for higher education.

Licenses and Certificates: Requires a valid driver's license.

Working Conditions: Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials. Travel to and from sites may be frequently required. Must have own transportation.