
Position:	Network Analyst III	FLSA:	Non-Exempt
Department/Site:	Information Technology Services	Salary Grade:	31
Reports to/Evaluated by:	Manager, Network Services	Salary Schedule:	Classified

SUMMARY

Installs, configures and administers multiple servers and networks enabling network services and functions governing data communications and formulation among personal computers. Will oversee and troubleshoot server performance, backup schedules and hardware and software compatibility issues. Participates in advanced technical support and help functions that relate to servers and networks, and provides technical support to other technology staff.

DISTINGUISHING CAREER FEATURES

The Network Analyst III is the third 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, 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 CCNA or MCSE certification.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Installs, configures, tests, and implements servers supporting multiple district network functions. Monitors systems performance, analyzing performance statistics, and modifying systems and/or operating parameters.
- Formulates and implements systems tuning strategies. Monitors disk space availability. Examines files on disks having insufficient space. Removes obsolete or other nonessential files, as necessary;
- Collects systems workload and/or disk utilization statistics and projects future systems usage. Recommends systems hardware and software purchases to meet growth, security, and customer needs.
- Sets up multiple servers to communicate on assigned networks. May work on multiple platforms such as Windows and Linux.
- Configures, installs, and maintains directory structures, security, and applications software. May survey users to determine the common applications and variety of software as well as software needs.

- Develops and maintains up-to-date documentation for network infrastructures, servers, and procedures. Conveys information to co-workers as appropriate regarding network and server interface protocols.
- Participates in developing strategies for network server data backup, including recovery and disaster recovery plans.
- Schedules system downtime with end users and technical staff members to facilitate hardware and software upgrades, changeovers, and backups.
- Coordinates with other networking staff regarding installation of computers, printers, modems, cabling, peripheral communications equipment, servers, routers, and hubs.
- Converts applications and data from one platform to another. Installs, integrate and tune software systems and databases. Implements data conversions and transitions from old to new systems. Maintains application software.
- Develops and maintain network interface of host computers (servers) with LAN/WAN.
- For assigned servers, such as email, web and library resources, implements protocols for systems and accounts if applicable. Installs software and configures systems to support services. Troubleshoots user access problems. Analyzes user needs for future software purchase or upgrades.
- Monitors memory usage of networks, network printing, and network technical resources. Maximizes performance and recommends upgrades as appropriate.
- Researches, determines, defines, and recommends network changes to ensure continuous operations, desired performance and service.
- Participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with staff, equipment users, and independently to identify and resolve problems.
- Ensures proper installation and configures the full range of network, telephony, and midrange devices.
- May participate with applications developers, vendors and programmers to design custom programs and access.
- May analyze, modify, test, and debug existing database structures, systems and programs. Analyzes problems and makes modifications to systems and programs.
- Recommends modifications or enhancements to existing database structures and programs to meet user needs or system design changes. Assists in developing and modifying internal data processing tandards and procedures.
- Participates with various staff to determine computer database needs and requirements. Assists with user implementation; of database and data processing systems.
- Develops and maintains up-to-date documentation.
- Performs other duties as assigned that support the overall objective of the district.

QUALIFICATIONS

Knowledge and Skills: Requires specialized professional knowledge of personal computer based local area networks; network operations over multiple servers and platforms; integration of data and telecommunications; principles and practices of data processing and systems administration, including connectivity between network servers; and database structures and design. Must have in-depth knowledge of Microsoft operating systems. Must know the physical elements of the network including: fiber optic and twisted pair Ethernet cabling and connections; and routing, switching, and wireless equipment. Requires a thorough understanding of the topologies. Requires a thorough understanding of district protocols. Requires well-developed communication skills to convey highly technical concepts with a wide range of internal contacts and deal effectively with external contractors. Requires skill at conducting training and facilitating small group processes. 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 plan, organize, and implement multiple networks and perform the full range of complex and technical duties described above including server administration. Must be able to analyze and evaluate the needs of users and develop the most effective program or solution to meet those needs. Must know how to install, configure, integrate, maintain and troubleshoot equipment, systems and programs used by the district. Must be able to develop programs and systems. Must be able to prioritize and delegate work. Must be able to read, interpret and apply complex technical information. 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, climb ladders, 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. Ability to sit for extended periods of time.

Education and Experience: Requires an Associate's degree in computer science or related technical field and 4 years of experience in network operations, network administration, data base design and administration, and personal computer support. Knowledge equivalent to Cisco CCNA or Microsoft MCSS certification with emphasis in Microsoft server administration. Requires specific experience in the implementation, and on-going support of integrated local area networks, and server administration.

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.