CLOVIS UNIFIED SCHOOL DISTRICT   **POSITION DESCRIPTION**

Position:	Network Analyst IV	**FLSA:**	Exempt
Department/Site:	Information Technology Services	**Salary Grade:**	37
Reports to/Evaluated by:	Manager, Network Services	**Salary Schedule:**	Classified

SUMMARY

Assists with the design, development, installation, configuration administration and modification of the district networks, servers, and services. Assisting and supporting district systems in a LAN and WAN environment. Assists the Network Manager in the monitoring and troubleshooting of server performance, backup schedules and hardware and software compatibility issues. Participates in advanced technical support and troubleshooting including network architecture and design, and provides lead technical support to other technology staff. Provides support for various Microsoft technologies, such as, but not limited to, Microsoft Active Directory, Exchange, SharePoint, Lync, File services, print services, and Office 365. Provides support for other technologies, such as, but not limited to, Cisco wireless technologies, Virtual Environments, Storage, internet, LAN, and WAN connectivity, Google cloud services, and web and email filtering.

DISTINGUISHING CAREER FEATURES

The Network Analyst IV is the fourth 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

- Assists and supports the Network Manager and on the design, development, testing, and modification of the overall district network architecture, systems, and services. This includes the planning and design of networks and services for any new school, office, classroom, or site remodeling.

- As part of the Network Team, monitor systems and services for maximum performance, uptime, proactive alerting, and event logging. Assists in the troubleshooting to resolve network, server, or service issues, including but not limited to internet access, LAN/WAN connectivity, email, DNS, DHCP, and operating system issues. Researches, determines, defines, and recommends network changes to the Network Manager.

- At the direction of the Network Manager, installs, configures, tests, and implements systems, services, and networks to support district network functions. Examples include, but are not limited to, Microsoft server software, Microsoft products (Exchange, SharePoint, File, print, etc.), Microsoft System Center, Group Policies, security cameras, video streaming, Linux systems, Voice over IP, wireless technologies, and backup, replication, and disaster recovery plans.

- Reviews and updates existing network documentation and creates new documentation as needed.

- At the direction of the Network Manager, assists in the analyzing and testing of databases systems, programs, and applications as required.

- Installs and configures servers to communicate on the district network, using various server platforms, such as Microsoft Windows and various Linux distributions.

- Assists the Network Manager with the overall security of the district, including internet, network, and application security.

- Coordinates and schedules downtime with district staff for updates and/or upgrades of services and systems.

- 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 and networking protocols. Knowledge of Linux operating systems is desirable. Must know the physical elements of a network, including copper and fiber optic cabling. Must be able to configure networking hardware for routing, switching, wireless, protocols and standards. Requires a thorough understanding of network topologies. Requires a thorough understanding of networking protocols, including those used for switching and routing. Requires well-developed communication skills to convey highly technical concepts with a wide range of internal and external contacts.

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. Requires the ability to install networks including, but not limited to, workstation-to-server, server-to-network, and network-to-network communications using multiple platforms and technologies. Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used by the District in both instruction and administrative areas. Must be able to install and configure workstation and server components. Must be able to create straight-through and cross-over Ethernet cables using TIA/568A and TIA/568B standards. 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 multiple tasks and be able to delegate work to other members of the team. Must be able to read, interpret and apply complex technical information. Must be available to provide support services after hours and 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 a Bachelor's degree in Computer Science or related technical field and 5 years of experience in network operations, network administration, and personal computer support. Current certifications equivalent to CCNA or Microsoft MCSE is required. Requires specific experience in the design, implementation, and on-going support of integrated local area networks, and user training in network and commonly used business applications. Some experience may substitute for higher education.

Licenses and Certificates: Requires a valid driver's license. CCNA and/or MCSE preferred.

Working Conditions: Work is typically 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.