DEFINITION

Under supervision from an Information Technology Supervisor or Manager and with guidance and direction from the Network Administrator, provides technical support and network administration for a variety of LAN, WAN and desktop systems; installs, configures, maintains, troubleshoots and repairs network servers, infrastructure components, personal computers, peripheral devices and applications; provides end-user support and training; provides backup support and assistance to other Information Technology staff as needed; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS

Network Analyst I is the entry level in the Network Analyst series. Under close to general supervision within a framework of established policies and procedures, incumbents learn and perform less complex and specialized technical support and network administration tasks for a variety of LAN, WAN and desktop systems requiring technical knowledge of network and desktop systems operation and integration in a multi-location, multi-platform environment. As experience and proficiency are gained, assignments become more varied and complex and the level of independent action increases within established guidelines. Assignments are given in specific terms and are subject to frequent review while in progress and upon completion, except where tasks are well defined by established standards, policies and procedures. There is limited latitude for independent judgment.

This class is distinguished from the experienced, journey-level Network Analyst II class by the more routine nature and limited complexity of work assignments and the level of supervision received. The Network Analyst I and II classifications are flexibly staffed. Incumbents in this classification normally advance to a Network Analyst II after two (2) years at the entry level <u>and</u> upon recommendation of the immediate supervisor and approval by the department manager and demonstrated proficiency to meet the job requirements of the Network Analyst II classification.

Network Analyst II is the experienced, journey-level in the Network Analyst series. Under general supervision within a framework of established policies and procedures, incumbents perform the full range of routine to complex and specialized technical support and network administration tasks for a variety of LAN, WAN and desktop systems requiring greater technical knowledge and expertise in network and desktop systems operation and integration in a multi-location, multi-platform environment. Assignments are given in general terms and are subject to review upon completion. There is significant latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the Network Administrator which is a professional-level classification that performs the most complex technical and analytical duties and has overall responsibility for the operations and maintenance of District network systems.

TYPICAL DUTIES
TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Performs various network administration tasks for District LAN and WAN systems: creates, modifies and deletes user accounts and security settings; implements approved software installations, upgrades and patches; performs routine reviews of systems security, capacity and usage; monitors and tunes network performance within established parameters; checks for errors and warning messages and takes corrective action; backs up and restores data; performs related tasks and provides assistance to Network Administrator as directed.

- Installs, configures, and tests network hardware and software, servers and desktop computers and peripherals.

- Troubleshoots and resolves network hardware, software, integration and connectivity problems; works with vendors and other technical staff to perform equipment maintenance and repairs.

- Responds to inquiries and requests; provides end user support and training for network and desktop systems.

- Maintains inventory of parts, supplies and equipment; participates in ordering and receiving activities; maintains inventory records.

- Prepares and maintains a variety of logs, records, documentation, manuals, reports and correspondence.

- Keeps current on network systems technologies, software and hardware.

- Provides backup support and assistance to other positions in the Information Technology division.

- Performs other related work as required.

REQUIREMENTS
Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:

Education and Experience:
Completion of two (2) years of college-level or vocational coursework in computer science, management information systems or a related field; and

Network Analyst I: Three (3) years of experience in the installation, administration and technical support of network systems.

Network Analyst II: Two (2) years of full-time experience as a Network Analyst I with the District or its equivalent.

Knowledge, Skills and Abilities:
Knowledge of: network operating systems, programming languages, utilities and tools; network infrastructure components and equipment and desktop computer equipment and peripherals;

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practices, methods and techniques of network system configuration, operation and administration; methods and techniques of evaluating and tuning network performance; and principles, practices, methods and techniques of effective user support including troubleshooting, training and customer service.

Skill and Ability to: analyze complex technical problems, evaluate alternatives, make sound recommendations and take effective action; monitor, maintain and administer local and wide area network systems; install, configure, troubleshoot and maintain a variety of network components, servers, personal computers and peripheral equipment; install, modify and maintain operating system, application, network and specialized software; provide training and technical assistance to end-users; work under pressure of time constraints and conflicting demands; work independently and make sound judgments within procedural guidelines; prepare clear and concise documentation, reports, correspondence and other written materials; maintain detailed and accurate records; communicate effectively, both orally and in writing, including providing technical information in non-technical terms; establish and maintain effective working relationships with those contacted in the course of the work; and perform the essential duties of the job without causing harm to self or others.

Additional Requirements:
- Must possess a valid California driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:
The essential functions of these classifications are performed in a controlled-temperature office environment and require the ability to: intermittently sit, stand and walk; twist and reach with hands and arms; bend, stoop and kneel to access and service equipment; use finger dexterity and hand strength to perform simple grasping and fine manipulation in the operation of equipment and keyboards and assembly of parts and terminate cables; speak and hear to communicate in person and by telephone; see to read computer screens and documents; use color vision to distinguish wiring and indicator lights; use a sense of smell to perceive overheated equipment; and exert the strength to frequently lift and carry equipment weighing up to 20 pounds and occasionally up to 55 pounds.

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Approved: _____
Human Resources/Risk Manager