



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

NETWORK ANALYST

A Classified Professional Position
Grade 210S – Salary Schedule 40

A. General Statement

Reporting to the Network Engineer, the Network Analyst is responsible for the day-to-day support and maintenance of the District's data network, telephone and related systems. The Network Analyst is responsible to complete the activities that ensure the reliability, availability, security, manageability, scalability, and performance of the District's data communications infrastructure including network services, telephone services, and related management information systems. The Network Analyst works closely with other technical staff to effectively achieve the goals of the Information Technology Services department and the District. A high degree of independent judgment and creativity is required to resolve many minor and major problems when they occur. Consequences of errors in judgment will be costly in loss of essential systems used to support the operations of the Colleges and District Office, loss of staff productivity and in some cases negatively impact the use of instructional technology for teaching and learning. Public contact is moderate to extensive, primarily with staff, and for the purpose of providing technical assistance and advice. The Network Analyst can direct the work of other staff and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Functions as the District's technical expert with respect to VoIP telephone systems including telephone switches, handsets, cabling/wiring infrastructure and related technologies.
2. Functions as the District's technical resource with respect to LANs, WANs, VLANs, VPNs, internet access, remote access services, wireless connectivity, directory services, network security, cabling/wiring infrastructure and related technologies.
3. Ensures that the District's telephone infrastructure is optimally architected, designed, configured, installed, monitored, and supported.
4. Represents ITS at construction and facilities meetings. Provides technical assistance in planning changes to telephone and network infrastructure.

5. Develops the District's infrastructure so that it enables effective interoperability among various enterprise systems and other resources.
6. Provides leadership and technical expertise to support the District's video surveillance system.
7. Implements and manages high-availability solutions for the District's information technology infrastructure.
8. Develops and tests disaster-recovery scenarios for network failover.
9. Assesses the scope, requirements, needs, functionality, and timelines associated with complex information technology projects.
10. Performs proactive analyses of network performance and recommends appropriate enhancements; develops short-term and long-term plans for network growth and capacity, including specifications for new designs, software, hardware, and services.
11. Prepares, implements, and monitors information technology standards.
12. Assists technical support staff with troubleshooting problems and complex installations.
13. Monitors projects on a continuous basis; resolves issues, takes corrective action when necessary, and ensures timely completion of tasks within budget.
14. Installs/de-installs, configures hardware, software, cabling/wiring, distribution frames, network connections, and other infrastructure components; performs upgrades as necessary.
15. Maintains technical currency for knowledge of information technology systems, hardware, software, industry developments, services, best practices, and vendors' offerings.
16. Manages technology vendor relationships as required.

C. Requirements

Increasingly responsible experience in the areas of telephone systems, network management, systems administration and systems analysis that has included the following:

1. Proven analytical and problem solving skills.
2. Ability to effectively multi-task and complete assignments in a timely manner.
3. Extensive design experience in the following technologies: VoIP, QoS, Active Directory, DNS, TCP/IP, SMTP and SSL.
4. Strong knowledge of local and wide area network administration including VLAN's and VPN connectivity.
5. Experience working with a variety of network and routing protocols.
6. Knowledge of scripting skills with a focus on automating manual processes.
7. Experience with configuring and maintaining a variety of network devices.
8. Requires excellent writing skills to document project plans, procedures, policies, and to communicate with the staff, management and faculty.
9. Ability to discuss technical issues to non-technical staff in a manner that is clearly understood.
10. Demonstrated skill in establishing and maintaining effective working relationships, and communicate respectfully and professionally with people at all levels in the organization who are diverse in their cultures, language groups and abilities.
11. Previous experience training and directing the work of others.
12. Possession of a valid California Drivers' license (or the ability to obtain one) and have the ability to drive a motor vehicle.

Preferred

1. Bachelor's degree in Information Technology or equivalent combination of education and minimum five years' experience supporting and maintaining complex networks, servers, desktops, network services, storage, virtualization, security and VoIP telephone systems.

2. Cisco CCNA certification or other certification related to the duties and responsibilities of the Network Analyst position.
3. Extensive knowledge of traditional telephone and IP based systems and expertise in call routing; PBX/ACD concepts and practices; interactive voice response (IVR) unit concepts and practices; LAN technologies, and Windows and UNIX servers
4. Extensive knowledge of Cisco operating systems and hardware.
5. Previous experience maintaining and troubleshooting a variety of servers, including: Windows, Unix/Linux and SQL server.
6. Previous experience working in a higher education environment.

D. Physical/Other Requirements

This classification requires Sitting or standing for prolonged periods of time, dexterity of hands and fingers to operate a computer keyboard, touch screen and mouse, use of hand tools such as screw drivers, pliers, etc., the ability to lift equipment up to 40 pounds, crawl on the floor, work under desks and in tight places, and work on ladders.

E. Knowledge, Skills & Abilities

1. Knowledge of data communications infrastructures, including network services, telephone services, and related management information systems
2. Knowledge of basic theory and practices
3. Knowledge of telephone switch management
4. Knowledge of management of e-mail, web, network monitoring, disaster recovery, file print, and database servers
5. Ability to read technical drawings/schematics and to follow written and verbal directions.
6. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
7. Skill in oral communication, including public speaking and giving clear and concise instruction.
8. Skill in written communication
9. Skill in training and leading the work of others
10. Ability to coordinate, anticipate, and resolve workload issues and problems
11. Ability to work effectively as part of a customer service team

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