



Network Analyst I Network Analyst II

General Information

Classification Code:	TCHANL
Effective Date:	10/14/2021
Pay Grade:	C42 – C43
FLSA Status:	Exempt

Position Summary

The Network Analyst performs analysis, design, configuration, maintenance, installation and support of the computer networks and network components. Analyzes, tests, troubleshoots, and evaluates existing network systems, such as local area networks (LAN), wide area networks (WAN), cloud networks, servers, and other data communications networks. Perform network maintenance to ensure networks operate correctly with minimal interruption. Performs related duties as assigned.

Classification Characteristics

Technical Analysts make process decisions and decide how to best achieve the objectives, standards or guidelines established at higher levels. The Technical Analyst is a broad classification that encompasses incumbents engaged in a wide range of professional and technical engineering, environmental, information technology, and construction management duties in support of City's departments.

Network Analyst I – Employees at this level generally have minimal professional experience and perform more day-to-day routine and recurring activities for which there are defined processes, procedures, instructions, models and precedents. Operations at the tactical and transactional levels. As experience is acquired, employees are expected to perform with increasing independent. This level requires general knowledge of basic process and program knowledge and the ability to interpret a variety of data.

Network Analyst II – This is the full journey level in the Technical Analyst series. This level differs from the entry level by the level of complexity, sensitive, independence, and the diversity of assignments. Employees assigned to this classification have the full responsibility for a variety of diverse network activities including deployment, management and troubleshooting of production servers, storage arrays, and virtualized infrastructure components. Employees have also demonstrated the knowledge and ability to deal independently with complex and sensitive issues. Lead or manage small to mid-sized projects. Work independently with minimal supervision and receive only occasional instruction or assistance as new or unusual situations arise.

After an employee has been employed at the entry level in a flexibly staffed classification for a period of at least one (1) year, the employee may be advanced to the journey level subject to the following:

- The employee meets the minimum qualifications for the journey level.
- The employee is performing journey level duties at an acceptable level.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Maintain logs of network activity. Back up network data. Analyze network data to determine network usage, disk space availability, or server function. Run monthly network reports.

Essential Duties	
2	Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment. Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.
3	Configure security settings or access permissions for groups or individuals. Research hardware or software products to meet technical networking or security needs. Analyze and report computer network security breaches or attempted breaches.
4	Employ the highest possible IT security standards and ensure that all City IT systems are in adherence with City policy as well as industry compliance standards (HIPAA, PCI-DSS, CJIS.)
5	Create or update technical documentation for network installations or changes to existing installations. Document network support activities. Document help desk requests and resolutions.
6	Install new hardware or software systems or components, ensuring integration with existing network systems. Install or repair network cables, including fiber optic cables. Install network software, including security or firewall software. Install and configure wireless networking equipment.
7	Monitor industry websites or publications for information about patches, releases, viruses, or potential problem identification.
8	Perform routine maintenance or standard repairs to networking components or equipment. Test repaired items to ensure proper operation.
9	Test computer software or hardware, using standard diagnostic testing equipment and procedures. Identify the causes of networking problems, using diagnostic testing software and equipment.
10	Create or revise user instructions, procedures, or manuals. Train users in procedures related to network applications software or related systems.
11	Provide telephone, e-mail, and in-person support related to networking, systems, connectivity, and application issues.
12	Responds to emergent events as a member of the IT On-Call rotation. This duty requires the ability to respond to City facilities within 2 hours during non-business hours. Requires occasional night, evening, holiday work to accommodate systems maintenance needs.
13	Performs other duties of a similar nature or level.

Functional Specific Responsibilities
N/A

Qualifications
Minimum Qualifications: <ul style="list-style-type: none"> <i>Network Analyst I</i> – Bachelor's degree in Computer Science, Information Systems, or closely related field with 0 to 2 years of related work experience or an equivalent combination of education and experience. <i>Network Analyst II</i> – Bachelor's degree in Computer Science, Information Systems, or closely related field with 3 or more of related work experience or an equivalent combination of education and experience.
Licensing/Certifications: <ul style="list-style-type: none"> Pass Criminal Justice Information Services (CJIS) background requirements (including fingerprints). Based upon assignment, specified certifications may be required

Qualifications

Technology Skills:

- Access software
- Backup or archival software
- Computer aided design CAD software
- Configuration management
- Data base user interface and query software
- Desktop communications software
- Development environment software
- Document management
- Electronic mail software
- Enterprise resource planning ERP software
- Enterprise system management software
- Helpdesk or call center software
- Internet directory services software
- Internet protocol IP multimedia subsystem software
- Network monitoring software
- Network security and virtual private network VPN equipment software
- Network security or virtual private network VPN management software
- Office suite software
- Operating system software
- Presentation software
- Project management software
- Spreadsheet software
- Storage networking software
- Transaction security and virus protection software
- Transaction server software
- Word processing
- Virtualized Infrastructure Hypervisor Virtualized Desktop Infrastructure

Knowledge Required:

- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Computer Operating Systems – Knowledge of both server and workstation operating systems, deployment, maintenance, and troubleshooting.
- Computer Networks – Knowledge of intermediate networking principals including the OSI model and its interaction with computer and network systems.
- Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Qualifications

Skills:

- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Speaking — Talking to others to convey information effectively.
- Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Troubleshooting — Determining causes of operating errors and deciding what to do about it.
- Operations Monitoring — Checking / maintaining logs, monitoring application and hardware performance, evaluating security alerts.
- Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Time Management — Managing one's own time and the time of others.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
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Abilities:

- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Flexibility of Closure — The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- Fluency of Ideas — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).

Physical Requirements											
Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)						
	0%	1-10%	11-35%	36-75%	76-100%		0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS						PUSH/PULL					
Standing			X			0-10 lbs.		X			
Sitting					X	11-20 lbs.		X			
Walking – Even Surface		X				21-50 lbs.		X			
Walking – Uneven Surface	X					51-75 lbs.	X				
Kneeling		X				76-100 lbs.	X				
MOVEMENTS						ENVIRONMENTAL HAZARDS					
Bending/Stooping		X				Indoors					X
Twisting		X				Outdoors		X			
Crawling		X				Dust			X		
Squatting/Crouching		X				Fumes/Odors/Gasses	X				
Balancing	X					Chemical Agents	X				
Reach – Overhead		X				Biological Agents	X				
Reach – Forward		X				Noise – Low			X		
Reach – Backward	X					Noise – Moderate		X			
Climbing – stairs		X				Noise – High	X				
Climbing - ladder		X				Low Light		X			
USE OF HANDS						Heat		X			
Grasping – whole hand		X				Cold		X			
Grasping – pinch grip			X			Restricted workspace		X			
Fine manipulation/feeling						Vibration – whole body	X				
Keyboarding					X	Vibration - extremity	X				
LIFT/CARRY						JOB SPECIFIC					
0-10 lbs.			X			Driving – vehicle/equipment		X			
11-20 lbs.		X				Operate foot controls	X				
21-50 lbs.		X				Seeing					X
51-75 lbs.		X				Talking					X
76-100 lbs.	X					Hearing					X
						Extended work hours			X		

Classification History

Created/adopted: 2012.01
2021.10 – Revised by HR

I have reviewed the job description.

Employee: Name _____ **Signature** _____ **Date** _____