



Class Code: 825
FLSA: Exempt

IT SENIOR NETWORK ANALYST

General Purpose

The Senior Network Analyst plans, designs and develops local area networks (LAN's) and wide area networks (WAN's), and IT sponsored enterprise applications to ensure the stability and integrity of data, video and wireless network services. Employees participate and manage projects that install, monitor, maintain, support, and optimize network hardware, software, and communication links. They also analyze and resolve network hardware and software problems, and provide end-user training.

Distinguishing Features

The Senior Network Analyst is an advanced, senior-level professional classification. Employees possess a depth of technical expertise or may have gained a specialty.

The Senior Network Analyst is distinguished from the Network Analyst by the complexity of work, degree of independent action and responsibility to lead complex projects. The Network Analyst works under closer supervision with less independence, and manages routine and limited scope projects. This classification is distinguished from the Senior Systems Analyst by the emphasis on maintaining the City's network and IT sponsored applications and hardware.

Supervision Received and Exercised

Employees work under the direction of a manager, and receive general instructions regarding the scope and approach to their projects or assignments. The employee decides the proper procedures and techniques. Employees may exercise lead direction over lower level classifications, may give assistance to peers in the area of their specialty, and may supervise technical staff. When assigned as a project manager, they will give functional supervision to project staff, and lead complex projects in their area of expertise.

Examples of Essential Duties and Responsibilities

The listed examples are illustrative of the classification level and not intended to list all duties typically assigned to this classification. Employees may do all or some of the listed duties, or other related duties.

1. Conduct needs analysis, technology assessments, and cost/benefit studies to design, test, deploy and manage the City's LANs, WANs, and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware. Research,

- recommend, install and update software versions of networked business applications and operating systems or hardware platforms such as switches, servers, or other network infrastructure devices.
2. Collaborate with executive management and department managers to assess near and long-term network capacity needs. Conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking industry. Plan and implement network and infrastructure component improvements, modifications, or replacements.
 3. Configure networks to ensure their smooth and reliable operation. Monitor and analyze network performance. Investigate and solve problems with network applications, devices and the infrastructure. Monitor system capacity to determine its affect on performance and recommend enhancements to meet new or changing network demands. Identify and remedy network performance bottlenecks. Monitor and test network performance and provide network performance statistics and reports.
 4. Manage, configure and troubleshoot servers, including e-mail, print, and application servers and their associated operating systems and software. Ensure network connectivity of all servers, workstations, telephony equipment, copiers, and other network appliances.
 5. Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records. Develop, implement and maintain policies, procedures, and associated training plans for network administration, usage, and disaster recovery. Develop and implement policies for network asset management, including maintenance of network component inventory, related documentation, and technical specifications information.
 6. Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices. Authorize and assign network permissions to enable people to access the network.
 7. Plan and manage budgeting for network hardware and software procurement. Establish and maintain business relationships with hardware and software vendors; negotiate with vendors, outsourcers, and contractors to secure network products and services.
 8. Plan projects and identifies project scope and resources; recommend project budget and spending plan. Identify potential risks and design strategies to mitigate or avoid them. Monitor and track project progress. Recommend changes to project plan in response to unforeseen changes or unexpected results. Manage project resources and budget. Provide technical direction and leadership to less experienced team members.

Minimum Qualifications Upon Entry

Extensive knowledge of:

- Computer and networking software and hardware systems, web services and related technologies

- Principles of network security, and general network management best practices
- Protocols and standards related to the position under recruitment
- LAN/WAN layout and troubleshooting; infrastructure requirements and standards
- Procedures and applications involved in computer security systems
- Server operating systems with Windows and NetWare

General knowledge of:

- Practices to manage data privacy and the related regulations
- Principles and practices of project management
- Principles of supervision and providing guidance to others
- Principles and processes for providing customer service including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction

Skill to:

- Design, modify and implement networks similar to the job assignment
- Install, configure and maintain systems for optimized productions
- Use data circuit testing tools and procedures
- Effectively research networking issues and products
- Effectively use network management and analysis tools
- Plan network capacity and security
- Troubleshoot network connections and plan effective solutions
- Communicate effectively orally in person and in groups; and write clearly and concise memorandums, reports and other documentation related to the job

Ability to:

- Effectively manage projects and prioritize tasks
- Be careful about detail and thorough in completing work tasks
- Develop, design or create new applications, ideas, relationships, systems or products
- Explain to people with a non-technical background what the technical information means and how it can be used
- Establish effective working relationships with members inside and outside the organization
- Be pleasant with others on the job and display a good-natured, cooperative attitude
- Accept criticism and deal calmly and effectively in high stress situations

Experience and Education

A typical way to obtain the required knowledge, skills and abilities would be:

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A Bachelor Degree in computer science, information science, management information systems, business administration or a related field five (5) years related work experience; or any combination of experience and training sufficient to support the knowledge, skills and abilities

Physical and Mental Demands

The listed physical and mental demands are representative of those that must be met by an employee to successfully do the essential functions of this classification. Persons with disabilities may be able to carry out the duties with accommodation. Reasonable accommodation will be evaluated upon request.

The work requires the ability to bend, crawl, climb, and stoop to install, repair and maintain hardware and software. Employees must be able to lift or move personal computers, terminals and peripheral equipment, which weigh up to 50 pounds. Employees must see detail at close range. They will regularly communicate with others to convey or receive information and express ideas; therefore, they must understand the speech of another person, and speak clearly so others can understand. Employees will regularly sit for extended periods. They will use their fingers to make precise coordinated movements when using a computer keyboard or hand and power tools.

Employees apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions. Work requires that employees deal with several abstract and concrete variables and order information into a logical sequence. Employees will occasionally work with emotionally charged individuals and must negotiate agreements between people with varying interests.

Work Environment

Work is regularly performed in an indoor office setting. The employee may be required to work early and late hours to meet time lines, provide off-hour upgrade and maintenance, and respond to emergency situations.

Senior Network Analyst, Created _____;