NETWORK ANALYST I, II, III, OR IV

DEFINITION: To implement, configure, manage, maintain and troubleshoot technical infrastructure including wiring, racks, computers, switches, routers, firewalls and other technical components; to plan, design, configure, manage, maintain and troubleshoot network security; to analyze designated user/business needs and processes within the County organization, assess potential or existing problem situations and design and implement technical solutions; to provide and coordinate the most advanced technical and specialized hardware, software and network support to users; and to function as a positive and cooperative team member in a dynamic work environment. Receives consistent direction from Information Services management. May exercise direct supervision over professional, technical and/or clerical staff.

ESSENTIAL JOB DUTIES: Acts as liaison and primary resource between in-house users, commercial software/hardware vendors and consultants; provides technical expertise and overall perspective; ensures adherence to design specifications and Information Services defined and professional standards and methodologies. Completes daily operations tasks as assigned; provides hands-on support for designated user requests; conducts the work necessary to complete/implement assigned projects. Confers with and conducts meetings with a variety of user groups to gather all necessary information and documentation; facilitates the information flow and implementation activities across departmental and/or organizational lines as necessary. Defines and documents requirements for data, operational processes, logical processes, operating software and hardware, system integration, internal and external checks and controls and user expectations within the context of budgetary, technology and resource constraints. Meets with user groups on a periodic and regular basis to discover new/changed system expectations; conducts feasibility studies including needs and cost/benefit analyses to evaluate the impact of desired and required changes. Researches and analyzes available technology as appropriate; documents and reports findings and recommendations.

Analyzes environmental and system security based on current and anticipated operational needs and legal requirements; implements changes as directed. Writes and maintains technical specifications and procedures for assigned systems/projects and in support of technical staff and user groups. Develops and executes project plans for given assignments. Other related duties may be required as assigned based on skill set and experience.

Must have ability to stand, walk, kneel, crouch, crawl, stoop, squat, twist, climb, climb and descend stairs, sit for prolonged periods of time, use a telephone, and lift up to 50 pounds; must have ability to reach and lift above shoulder level; normal hearing and vision.

EMPLOYMENT STANDARDS:
Characteristics/Education and Experience Requirements:
Level I: This is the entry/training classification within the Information Services Network and Operations Analyst job series. Employees in this job class must be capable of providing strong and advanced technical support to users in the installation, configuration, troubleshooting, and preventive maintenance of designated hardware and software products while learning the higher-level analytical functions of this professional/technical job series. Incumbents in this job class perform the more routine analytical and design functions while developing a broader knowledge and more advanced application design/report writing skills through on-the-job training and under direct supervision of more experienced Analysts. Information Services Network and Operations Analyst I is flexibly staffed with Information Services Network and Operations Analyst II, and incumbents normally advance to the higher level upon demonstration of the required proficiency and skills, and satisfying the experience requirements.

Receives general supervision while performing the more advanced technical user support functions and direct supervision while learning the analytical and systems design functions from the Director of Information Services, his/her designee, or a departmental director/manager. May receive technical or functional supervision from higher level personnel.

High school graduate or equivalent with a minimum of one year experience as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software. A Bachelor's degree is desirable.

<u>Level II:</u> This is the first journey level classification within the Network and Operations Analyst job series. Incumbents in this classification perform professional analyst duties of a limited scope and moderate complexity in an independent manner and receive only occasional instruction or assistance as new or unusual situations arise. As experience and proficiency is gained, there is greater independence of action and increased scope and complexity of assignments. Incumbents in this job class may be assigned as responsible team members and staff to large multi-functional, multi-departmental projects.

Receives general supervision from the Director of Information Services, his/her designee, or a departmental director/manager. May receive technical or functional supervision from higher level personnel. May exercise technical and functional supervision over clerical, technical, or entry level professional staff as assigned and on a project- by-project basis.

High school graduate or equivalent with a minimum of two years experience as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software. A Bachelor's degree is desirable.

<u>Level III:</u>   This is the second journey level classification within the Network and Operations Analyst job series. Incumbents in this classification perform responsible professional analyst duties of the more complex software and/or networking systems in an independent manner and receive only occasional instruction or assistance as new or unusual situations arise. Incumbents in this job class utilize system and business analyst skills in a variety of solutions development activities to include general systems logic design, flow charting, and de-bugging/testing design.   Incumbents in this job class may be required to identify and support future and current network infrastructure needs and to support and maintain operational systems such as host systems, network infrastructure and data communications.

Receives general supervision from the Director of Information Services, his/her designee, or a departmental director/manager. May receive technical or functional supervision from higher level personnel. May exercise technical and functional supervision over clerical, technical, or entry level professional staff as assigned and on a project-by-project basis.

A Bachelor's degree in computer science or related fields; qualified experience in network or operations management, analysis and design may be substituted for the desired education on a year-for-year basis; plus one year employment as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software.

<u>Level IV:</u> This is the full journey level classification within the Network and Operations Analyst job series. Incumbents in this job class possess and apply advanced levels of specialized and professional analytical skills and knowledge and may serve as team leader/project manager for designated and major computerized systems. Incumbents in this job class perform highly difficult and responsible duties including providing advanced technical/professional support to system users and other Information Services Technicians/Analysts, and/or consultants on assigned systems design, implementation and/or maintenance projects.   Incumbents in this job class generally work independently and require outstanding problem-solving, organizational, and communications skills as well as considerable knowledge of a variety of hardware, software, and network systems and products.

Receives consistent direction from the Director of Information Services. May receive technical or functional supervision from higher level personnel. May exercise technical and functional supervision over clerical, technical, or entry level professional staff as assigned and on a project by project basis.

A Bachelor's degree in computer science or related fields; qualified experience in network or operations management, analysis and design may be substituted for the desired education on a year-for-year basis; plus two or more years employment as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software.

<u>**Special requirements:**</u> You may be required to drive a motor vehicle in the course of employment and must possess a valid operator's license issued by the State Department of Motor Vehicles. Your position may be required to serve as a Disaster Service Worker during a County emergency. You must successfully complete a pre-employment California Department of Justice "Criminal Justice System Employee" background investigation.