

**CITY OF KENNEWICK  
JOB DESCRIPTION**

**CLASSIFICATION TITLE:** Network Analyst I

**DEPARTMENT:** Support Services

BAND: C      GRADE: 4      SUBGRADE: 1

FLSA: Exempt

DATE UPDATED: February 8, 2002

TITLE OF IMMEDIATE SUPERVISOR: Network Supervisor

**CLASSIFICATION SUMMARY**

Under general supervision, perform installation, upgrading and maintenance of PCs, printers and other hardware devices. Install, upgrade and maintain operating systems and application software for PCs and related equipment. Perform system design, development, implementation and maintenance activities related to the City's network and telecommunication systems. Maintain a user help desk and provide technical support to end users. Participate in evaluating and recommending new technologies, and provide technical advice and support to City users in the appropriate use of technology. This position will provide, on a scheduled basis, 7 by 24 support via cell phone, requiring the ability to make decisions independently, potentially affecting the City network services.

This is the first level of a two level series. It is distinguished from the Network Analyst II classification in that incumbents in this classification perform less complex assignments requiring more limited experience and do so with a greater amount of direction from the Network Supervisor.

**MISSION**

The primary mission of all employees is to provide the citizens of the City of Kennewick with the most efficient and effective service possible. Salaries are paid by the taxes, revenues, and users fees collected from the citizens of Kennewick. Each employee is expected to treat all people with the courtesy and respect due them at all times.

**ESSENTIAL DUTIES**

**FREQUENCY & BAND/GRADE**

1. Evaluate, install, upgrade and maintain hardware for City PCs, printers and all related equipment.

Daily 10%      B2

2. Evaluate, install, upgrade and maintain Windows operating system, application software (MSOffice) and other software such as Outlook, AntiVirus, etc. for City PCs and all related equipment.

Daily 25%      B2

3. Design, implement and enhance the City's local and wide area networks (LAN/WAN) and infrastructure. Install, configure, maintain and optimize network hardware consisting of servers, routers, switches and wireless devices. Install, configure, maintain and optimize Windows NT network operating system and server based software and databases (Eden, Sunpro, Ambulance Billing, Microsoft SQL, Outlook, Backup, etc.). Prepare network diagrams and documentation.

Daily 25%      C4

4. Develop, implement and maintain Internet and Intranet web sites. Install, configure, maintain and optimize network security software, firewalls and remote access hardware and software.

Daily 15% C4

5. Maintain a help desk and provide technical support to end users. Evaluate, implement and manage document imaging hardware and software resources.

Daily 10% B3

6. Maintain City's phone system. Manage current needs and plan for future needs. Program PBX, voice mail and auto attendant functions.

Daily 10% B3

7. Develop and conduct end-user training on Windows, Office, Networks, Internet/Intranet and other computer software and hardware. Develop periodic IS newsletter, computer tips and other documentation and procedures. computer users.

Weekly 5% C4

8. Performs other duties of a similar nature or level.

As Required

### **MINIMUM QUALIFICATIONS**

Bachelor's degree in Computer Science, Information Systems, or related field and one or more years of experience in analysis, design, implementation and maintenance of network and telecommunication related hardware and software or an equivalent combination of education and experience to provide sufficient evidence of the successful performance of the essential elements of the job such as those listed above.

### **PHYSICAL ACTIVITY/REQUIREMENTS**

To perform the essential functions of the job, incumbents must be able to perform the following:

Stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing/listening, seeing/observing, repetitive motions.

Heavy Work: Exerting up to 80 pounds of force occasionally, and/or up to 50 pounds of force frequently to move objects.