

**CITY OF KENNEWICK
JOB DESCRIPTION**

CLASSIFICATION TITLE: Network Analyst II

DEPARTMENT: Support Services

BAND: C GRADE: 4 SUBGRADE: 3

FLSA: Exempt

DATE UPDATED: February 8, 2002

TITLE OF IMMEDIATE SUPERVISOR: **Network Supervisor**

CLASSIFICATION SUMMARY

Under general direction, perform the full range of system design, development, implementation, and maintenance activities related to the City's network and telecommunication systems. Provide technical advice and support to users of network based applications. Participate in evaluating and recommending new technologies which enhance and support the City's business plan 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, therefore requiring the ability to make decisions independently, potentially affecting City network services.

This is the second level of a two level series. It is distinguished from the Network Analyst I classification by the increased complexity of assignments and the greater degree of independence with which it operates and the experience required to perform the work.

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. Design, implement and enhance the City's local and wide area networks (LAN/WAN) and infrastructure. Install, configure, maintain, optimize and manage network hardware consisting of servers, routers, switches and wireless devices. Install, configure, maintain, optimize and manage 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 30% C4

2. 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 10% C4

3. Analyze City's work and data and document flow; develop, recommend and implement appropriate use of current and future technologies to improve and optimize work and data flow. Evaluate, implement and manage document imaging hardware and software resources.

Weekly 10% C4

4. Provide technical advice and support to users of LAN/WAN network based applications such as Eden, RecWare, BI-PIN, Internet/Intranet and others. Track computer assets and purchases.

Daily 15% C4

5. Analyze user needs and program new software to meet those needs. Make modifications and enhance these programs as required. Develop Crystal Reports to address end-user reporting needs. Create documentation and conduct training for in-house developed software.

Daily 10% C4

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

Daily 15% 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.

Daily 10% 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 two or more years of experience in analysis, design, implementation, maintenance and management 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.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.