

CITY OF OLYMPIA	DATE PREPARED	7/98
CLASS SPECIFICATION	JOB CODE	807
NETWORK ANALYST	SALARY RANGE	060
	FLSA STATUS	Non-Exempt
	REVISED	5/2003

POSITION DESCRIPTION

Function: Under general supervision, designs, installs, implements, administers, supports, documents and maintains network computer systems, PC Servers and the City's IBM AS/400 computers.

Essential Function: The information contained in this classification specification is a representative sample of essential and other functions performed in this classification. Specific essential functions are identified for position recruitment or other administrative procedures.

Examples of Duties: Develop and recommend policies for IBM AS/400, PC Servers, networking infrastructure, system security, and services.

Plan and implement complex and routine short and long range projects related to network systems, software, hardware, upgrades and infrastructure.

Monitor system performance, for connectivity, job completion, backups, and night jobs, restoring files, etc.

Monitor system capacity, using system tools to predict system performance. Develop and make recommendations about replacing hardware or software to meet demands, and increase performance.

Prepare and present project and network and system related budgets.

Ensure that users have 24 X 7 access to network systems, applications and services. Schedule any network maintenance and server downtime to be performed during off peak hours. Properly notify users and agencies of any scheduled outages.

Carry out routine and emergency technical installation and maintenance of IBM AS/400s, network hardware and software, servers, operating systems, storage devices, switches, routers and end user equipment.

Create and maintain a shared Change Management System to track changes to hardware and software on the AS/400, PC Servers, and network hardware and software. Communicate network, server and system changes, new features, documentation, manuals, instructions, maps, and charts. Schedule and install Program Temporary Fixes (PTF) and Microsoft application Service Packs.

Install and maintain IBM AS/400, network operating systems and network based applications. Provide support, information, consultation, and training to departments, sections, and individual users.

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Determine and monitor technical status of network and plan for future capacity, modifications, connections, and equipment purchases.

Continually research and monitor new technologies and changes to current software and hardware, for tools that the city can implement to improve work flow and processes. Research, develop and recommend hardware, software standards and security policy.

Establish, maintain, and review IBM AS/400 and network data protection, anti-virus, and security policies, backup procedures, and methods.

Ensure that City network systems connect with and work reliably and compatibly with internal and external network systems, databases, and Internet service providers.

Provide user level network services such as designing security policy, setting up groups, assigning passwords and accounts, administering data sharing and transmission protocols. Provide ongoing support to the Computer Systems Technicians, completing work orders, setting up and installing hardware, software, printers and peripherals.

Participate or lead teams to evaluate existing stand-alone and client-server applications to improve processes and provide technology assessments to City staff at all levels.

Troubleshoot problems noted in the operation of the AS/400 hardware, software and operating system. Initiate the necessary revisions in the system for problem resolution. Provide responsive and effective service and problem resolution to network users.

Work closely with ISD staff to perform backups, restores, creating test environments, application updates and applies PTF's to City applications.

Contacts: The Network Analyst has frequent contacts with City staff at all levels, Information Services Division staff members, employees of other public agencies, technical specialists, manufacturers representatives, contractors, vendors, and suppliers of goods and services.

Supervision: May participate in or supervise, direct, or monitor the work of project teams, independent contractors, installers, repair persons, or temporary employees.

Accountability: The Network Analyst is accountable for all administrative, operational and technical aspects of the network system.

Working Conditions: The Network Analyst works mostly indoors, with occasional outdoor work on system engineering and installation projects. Incumbents must travel to work locations all over the City on a regular basis. Positions in this classification are exposed to electrical shock hazard and must exercise caution and observe strict safety standards. Heavy network and computer system components must be lifted, moved, installed, packed, unpacked, or transported on a regular basis.

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Work is frequently performed in cramped areas where access and mobility are limited and lighting/visibility may be poor. Work may be performed while on ladders, water tanks, or in underground vaults. Projects and assignments are performed under stressful conditions such as demanding deadlines, high volume workloads, or responding to emergency system failures. Work such as major installations or software upgrades must frequently be done during evenings, weekends, or holidays to minimize disruptions. A Network Analyst may be called in to work with short notice in emergency conditions.

Qualification Guidelines

Knowledge/Skills/Abilities

Knowledge of:

- Ethernet and Token ring networks
- Network protocols such as TCP/IP, SNA, and interoperability standards
- Current and emerging technology and its applicability and benefit to municipal operations and services
- WAN transport protocols such as Frame relay, SDLC, ISDN, T1, and ATM
- Intranet and Internet concepts, protocols, and connection options
- Network security models and methods
- Microsoft networking components such as win2000, NT 4.0, DHCP, WINS, SMS, IIS, SQL server, Exchange, and client server applications
- Software licensing standards documentation and tracking systems
- Network backup methods and emergency/disaster recovery for Windows NT servers and IBM AS/400
- PC virus protection, detection, removal, and prevention
- Networking, routers, switches, hubs, WAP, and wireless bridges by IBM, Cisco and others
- Microsoft Exchange, administration, user set up, using Outlook Clients.
- Knowledge of IBM AS/400 Control Language (CL)

Skill In:

- Producing complex documentation and technical writing to record network topologies systems, and security protocols.
- Explaining highly technical concepts to users at all skill and understanding levels
- Troubleshooting IBM AS/400 hardware and software problems
- Working effectively with frustrated, stressed, or unhappy customers
- Troubleshooting network and client hardware and software problems
- Installing, configuring, and upgrading network hardware
- Using network tools such as PING, Telnet, What's Up Gold, FTP, TFTP, and Network Observer to configure hardware, monitor performance and diagnose system problems
- Identifying and resolving connectivity problems between systems
- Creating and implementing Visual Basic, PERL, Java, scripting languages, SQL scripting, etc.

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Ability to:

- Set priorities under demanding customer service, workload and deadline expectations
- Communicate effectively verbally and in writing with staff and other agencies at all organizational levels
- Gather information quickly and accurately diagnose problems
- Teach, train, guide, instruct, and inform as necessary
- Work effectively as a member of a service-oriented team
- Work with contractors, vendors, suppliers, and service providers to obtain maximum performance at an acceptable cost
- Analyze system requirements, prepare budgets and recommendations, and make purchasing decisions
- Work with and obtain information from Computer Support Specialists
- Transport, move, remove, and install a variety of network equipment, components, and parts
- Provide responsive and effective customer service in a team work environment
- Read, interpret, understand, and apply detailed and complex technical information

Experience/Education: Bachelor's degree in computer science, MIS, or a related field and a minimum of two years of increasingly responsible experience in the design, analysis, implementation, and support of complex network systems. Network administration and data communication coordination experience preferred. Certification in network technology currently used by the City highly desirable. In place of the above, candidates may demonstrate possession of equivalent and relevant combinations of experience, education, and training that demonstrates possession of the knowledge, skills, and abilities listed above and establishes ability to perform the duties listed.

Special Requirements: WSDL or evidence of equivalent mobility required. A Criminal History and background check is required and must be successfully completed prior to employment.