

SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: **Network Analyst, Grade 65**

DEFINITION:

Under general supervision, acts as a technical resource for planning, installation, configuration and maintenance of computer network hardware and software needs for the SDCOE and/or local school districts.

REPRESENTATIVE DUTIES:

ESSENTIAL FUNCTIONS:

Plans, coordinates and installs new Windows, Linux, VMWare and Unix servers.

Maintains server and desktop patches using WSUS and KBOX systems.

Configures, maintains and patches current anti-virus and anti-spam definition updates for server and desktop computer systems.

Configures and maintains Windows Active Directory, Linux and Unix user login accounts, user and file permissions, file shares, storage quotas, server printer drivers and print shares.

Installs and maintains Cisco routers.

Configures appropriate routing tables and routing protocols, network interfaces and wide area network connections for routers.

Installs, configures and maintains VLANs, port security and access lists on Cisco Ethernet switches.

Installs, configures and maintains wireless networks.

Configures and maintains essential IP services including DNS/BIND, DHCP, SMTP and SNMP on Windows and Linux servers and desktop systems.

Maintains and configures address translations and port security access lists for Internet firewall systems.

Maintains and configures application security systems.

Configures and maintains web content filtering system(s).

Configures and maintains intrusion prevention systems.

Repairs broken category 5/6 and telephone wiring jacks.

Configures and maintains SDCOE PBX and IP telephone systems.

Provides telephone, e-mail and in-person support for network and desktop computer software.

Provides support for IP and ISDN video conferencing.

Provides server configuration and maintenance for webcast and video streaming services.

Maintains user accounts, quotas and e-mail routing configurations for SMTP/POP e-mail and Microsoft Exchange systems.

Conducts routine security scanning for malicious software and suspicious network activity.

Conducts protocol analysis to identify and remedy network performance issues.
Configures and maintains Netflow data collection and monitoring.
Monitors network activity between local and remote locations.
Configures and monitors bandwidth analysis tools.
Monitors critical equipment and connectivity 7x24.
Reports circuit outages to telecommunications carrier.
Coordinates with telecommunications carrier's technical staff to resolve outages.
Consults with school district and program technical personnel regarding the acquisition, configuration, installation and technical support of technology products.
Provides training in the use of computer hardware and software.

NON-ESSENTIAL FUNCTIONS:

Performs related duties as required.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

Training and experience sufficient to demonstrate possession of the minimum qualifications detailed below. Typical qualifying experience would include: college-level coursework and/or formal training in network design and management and one year job-related experience in a network analyst or related position configuring and managing security and performance of wide and local area networks; troubleshooting and resolving network performance problems; installing and managing Windows, Linux, VMWare and Unix servers; conducting Ethernet protocol analysis; configuring and maintaining DNS, SMTP and SNMP services and hands-on use of Cisco IOS configuring routers, switches and firewalls.

KNOWLEDGE AND ABILITIES:

THOROUGH TECHNICAL KNOWLEDGE OF:

Windows, Linux, VMWare and Unix operating systems and their uses

The requirements and procedures for configuring computer equipment in a secure manner

Commercial "off the shelf" software typical in an office setting

Computer data communication concepts, capabilities, and methods

Computer programming languages Ethernet networking protocols and analysis

Wireless networking configuration and management

DNS, SMTP and SNMP protocols

Data security design, principles and practices;

Cisco IOS for routers, switches and firewalls

IEEE networking standards

ABILITY TO:

Install computer equipment, and system-level and commercially-packaged software

Work effectively with staff

Independently analyze problems and implement solutions
Communicate effectively orally and in writing

WORKING CONDITIONS & PHYSICAL ABILITIES:

WORKING CONDITIONS:

Office and field setting. Ability to travel to and from school/work sites to service equipment or provide training.

PHYSICAL ABILITY:

Must be able to speak to hear and speak to exchange information; see to perform assigned duties; sit for extended periods of time; possess dexterity of hands and fingers to operate a computer keyboard and other equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and service computer equipment; lift objects weighing up to 30 pounds.

DISTINGUISHING CHARACTERISTICS:

This class differs from the position of Network Analyst I in that the Network Analyst I is assigned the relatively routine network functions of a department(s) or school district(s). The Network Analyst II class has the responsibility for responding to the more technically complex, non-recurring problems occurring within a system-wide network and serves as a technical resource to the Network Analyst I class.

Established	Approved by the Personnel Commission	Revised	FLSA Status	Job Code	Salary Grade
5/1992	May 1992	5/05, 2/07, 7/10; 5/16	Non-Exempt		65