

## SOFTWARE & NETWORK ANALYST

Classification: Technology

Location: Assigned Department

Reports to: District Administrator

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

### **Part I: Position Summary:**

Position has primary responsibility for maintaining the district's technology network, software base, servers, and computer labs.

### **Part II: Supervision and Controls over the Work:**

The Software & Network Analyst is expected to be an expert in his/her assigned responsibilities and to work with minimal direction and supervision other than priorities and major changes. Network maintenance and server administration is to be performed consistent with technical standards and practices and with minimal disruption to technology services. Work is evaluated based on the employee's success in anticipating and accommodating change and overall network reliability and performance.

### **Part III: Major Duties and Responsibilities (depending on specific assignment):**

1. Configure and maintain a variety of servers (e.g., Novell, Windows, Mac, Linux, etc.) as appropriate to provide the basic authentication and access environment for all district technology users.
2. Evaluate new network hardware and software systems to determine fitness for inclusion in our infrastructure.
3. Conduct troubleshooting of advanced technical issues.
4. Test, install and maintain application specific software for various departments and or workgroups.
5. Test, install and maintain software patches on all server and/or network devices.
6. Manage and monitor network security, virus protection updates, and back-up services, anticipate and accommodate changes.

7. Maintain current skill-set on existing and newly emerging software applications and settings.
8. Work collaboratively with technology staff to insure a smooth overall workflow process to insure excellent customer service.
9. May provide training and guidance to technology support staff to assist them in adding or removing network users and in network troubleshooting.

Performs other duties as assigned.

#### **Part IV: Minimum Qualifications:**

Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- Applicable technical two year associates degree plus three (3) year's previous experience configuring and maintaining Local Area Network infrastructure components, which may include servers, workstations, and network switches and routers (Additional experience and additional education may be substituted, year for year).
- Detailed knowledge of Network concepts and practices, including client/server roles & relationships, centralized/mass storage, clustering & virtualization.
- Detailed knowledge of network concepts and practices, including routers, IP, TCP, WAN Routing, and Network Transport Methods (Ethernet, Cable, Fiber, etc.)
- Detailed knowledge of current Operating Systems (Windows, Mac, iOS, Android, Linux, etc.)
- Thorough understanding of software deployment tools and practices, including imaging, multicasts, and policy based package deployments.
- Knowledge and understanding of identity management platforms such as EDirectory, LDAP, and Active Directory.
- Understanding of Policy Management settings and concepts.
- Experience using scripting tools to automate custom processes.
- Excellent interpersonal skills and ability to communicate effectively over the telephone and in writing with frustrated and/or confused customers.

- Ability to successfully troubleshoot failures in current generation PC hardware and software.
- Ability to successfully troubleshoot network errors and restore settings in current generation hardware and software.
- Ability to use overall knowledge of architectures and systems to troubleshoot scenarios that may or may not be represented in published documentation.
- Ability to work independently and multitask under stressful conditions.
- Excellent organizational skills to facilitate the tracking of work orders and other assignments.
- Ability to quickly learn new systems and applications.
- Ability to work independently in a fast paced environment with frequent interruptions.
- Able to sit for long periods of time and lift up to 50 lbs.
- Prior experience utilizing ticket tracking systems (e.g., Web Help Desk).

**Part V: Desired Qualifications:**

- Bilingual and bicultural skills.
- Specific knowledge and experience managing district-specific networks or higher environments preferred.

**Part VI: Physical and Environmental Requirements:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, move around as a regular part of the job.
- Exposure to significant temperature variations due to controlled equipment areas.
- Ability to lift and move equipment weighing up to fifty (50) pounds.
- Specific vision abilities include ability to read schematics, close vision, color vision, and the ability to adjust focus.