

CLASSIFIED JOB DESCRIPTION

NETWORK ANALYST

JOB SUMMARY:

Under the direction of the Network Manager, configures and installs equipment for the District Wide Area Network and school Local Area Networks. Provides primary technical support for the network, and establishes controls and thresholds for monitoring and remediation of network performance issues.

ESSENTIAL JOB FUNCTIONS:

- Evaluates and recommends network technologies and products for implementation.
- Tests, installs, documents, and maintains network infrastructure servers.
- Supports the installation and operation of all network infrastructure equipment.
- Provides coaching and training to other support personnel in areas related to network technologies.
- Participates in the general user support responsibilities.
- Develops and recommends problem solutions for troubleshooting guides.
- Researches and solves wired and wireless network operation problems.
- Develops and documents procedures for network infrastructure implementation, maintenance, and use.
- Develops, selects, and presents training materials for network technologies and concepts.
- Operates and supports cloud services implemented by District for management of Information Technology assets.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- A customer service attitude is a critical quality in this position.
- Experience of at least three years as a network support technician. Work experience in troubleshooting network hardware and software problems involving all technologies in use by the District; knowledge and practice installing and managing server technologies deployed as network infrastructure. Experience installing and using network management software for maintenance and performance monitoring.
- Ability to effectively communicate with both technical and nontechnical staff regarding the use of their assigned computer hardware and software; to isolate and resolve problems in the operation of District computer hardware and software; to document work required and work completed; to work well independently.
- Detailed knowledge of networking concepts, and network infrastructure implementation, maintenance, and troubleshooting.

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- High school diploma or GED required.
- Education required is a college degree or instead five years of equivalent work experience; successful completion of certified training in computer networks and technologies; and evidence of a valid California driver's license and insurability for operation of District vehicles.

Classified Salary Schedule: Range 47

BOARD APPROVED: 05/20/97

REVISION DATES: 07/01/15

09/12/18

07/17/23

08/09/2023