

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: NETWORK ANALYST - SENIOR

BASIC FUNCTION:

Under the direction of the Manager – Network and Technical Support Services the Network Analyst – Senior serves as a lead and is responsible for leading, guiding and training Network Analysts, School Site Technology Support Specialists and temporary staff, and planning, scheduling, and coordinating their work as needed to provide technical support to the technology users of the County Office and school districts. The Network Analyst – Senior performs hardware and software installation, configuration, maintenance and upgrades to computers, servers, mobile devices and networking equipment; provides maintenance and configuration to the Local Area Networks (LANs) and Wide Area Networks (WANs); documents technical and network-related problems and resolutions; works on a variety of assignments concurrently; prioritizes, advises, develops technical analyses and provides a timely resolution to customer needs.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Lead, guide, train, organize and coordinate the activities of staff providing front line desktop support; deliver desktop support including configuring new computers, creating new user accounts, email support, printer setup, network and VOIP phone setup, software installation, analyzing issues, and working toward resolution of problems; communicate with vendors to resolve issues; provide application support.

Oversee the work of regular and temporary technical support staff; provide guidance to other technology staff providing front line desktop support; train others through demonstration and documentation of office standards.

Utilize various tools related to imaging and IT management of computers; utilize various open-source, free and proprietary tools to maintain and diagnose desktop and network health.

Test ports using network cable tester for connectivity; test wireless coverage issues utilizing appropriate software; examine switches for VLAN assignments and conflicts.

Set up mobile devices; configure email accounts and network access; troubleshoot and resolve connectivity issues.

Prepare hardware, software and procedural documentation; assist with training end users to properly use a variety of technical devices and software.

Research solutions for users including evaluation, recommendation and implementation of new technologies to meet their specific needs; maintain current knowledge of trends in the IT industry; assure new technologies are compatible with current County Office systems.

Perform network administration functions, including creation, deletion, maintenance, and assignment of rights to users, groups and

shared files.

Assist Network Manager and Network Engineer with setup and configuration of routers and switches; perform basic troubleshooting on COE and remote MDF and IDF locations.

Participate in the roll-out of new applications and technology tools; train users of various experience levels in the use of new technologies.

Drive a vehicle to various sites to conduct work.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, methods and procedures applied in the operation of computers, peripheral equipment, application software, and networks.

Computer hardware, networking, operating system software and their applications.

Interpersonal skills including tact, patience and courtesy.

TCP/IP and basic Cisco router and switches commands.

Automated desktop builds-imaging, antivirus, and malware spam tools including and assure proper maintenance and compliance of assigned tools.

Wireless applications utilized by the County Office.

Windows, Linux and Unix servers.

Principles and practices of leadership, training and providing work direction to others.

Proper office methods, practices and procedures.

Research skills.

Oral and written communication skills.

ABILITY TO:

Lead, guide, and train less experienced staff and organize and coordinate their work.

Provide technical support services of moderate to advanced difficulty to the users of the County Office and school districts.

Provide hardware and software installation, configuration, maintenance and upgrades to computers, servers, mobile devices and networking equipment.

Provide maintenance and configuration to the LANs and WANs.

Document technical and network-related problems and resolutions.

Work on a variety of assignments concurrently.

Prioritize, advise, develop technical analyses, and provide a timely resolution to customer needs.

Meet schedules and timelines.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.

Determine origin of computer or network malfunctions and resolve problems in a timely manner.

Train users in the operation of computer and associated peripheral equipment.

Plan and organize work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in computer science, information systems or related field and five years of related experience in the maintenance, installation, configuration, and upgrades of computer hardware, software, and operating systems and local area networks.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Evening or variable hours.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

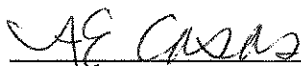
Dexterity of hands and fingers to operate computer keyboard.

Seeing to perform assigned activities.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching.

Personnel Commission Approval: July 8, 2015



Adriana E. Casas
Supervisor, Classification & Recruitment
Classified Personnel Services



Date

