



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

**Network Analyst I
Network Analyst II
Network Analyst III**

**Class Code: 1099, Work Days: 225
Class Code: 1095, Work Days: 225
Class Code: 1197, Work Days: 225**

GENERAL PURPOSE

Provide analytical support in the development, installation, implementation, testing, evaluation, and administration of the Department of Education's local and wide area networks; install, configure, test, and support a variety of network components and devices; perform preventive maintenance on network segments and components; and provide highly responsible and complex staff assistance to higher level management staff.

DISTINGUISHING CHARACTERISTICS

Network Analyst I - This is the entry level class in the Network Analyst series. This class is distinguished from the Network Analyst II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Network Analyst II - This is the full journey level class within the Network Analyst series. Employees within this class are distinguished from the Network Analyst I by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience. This class is distinguished from the Network Analyst III in that the latter performs the more complex duties assigned to classes within this series including support for wide area network implementation and administration.

Network Analyst III - This is the advanced journey level class in the Network Analyst series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the more difficult and responsible types of duties assigned to classes within this series including support for wide area network development, implementation, and administration. Employees at this level are required to be fully trained in all procedures related to the assigned area of responsibility. This class is distinguished from the Principal Network Analyst in that the latter performs highly complex support to network systems and wide area network design, development, and implementation.

SUPERVISION RECEIVED AND EXERCISED

Network Analyst I

1. Receives immediate supervision from higher level supervisory or management staff.

Network Analyst II

2. Receive general supervision from higher level supervisory or management staff.

Network Analyst III

3. Receives direction from higher level supervisory or management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Perform a variety of analytical duties in the development, installation, integration, implementation, evaluation, and administration of local and wide area networks.
2. Administer network e-mail programs; install, configure and set up user accounts; troubleshoot and resolve mail hardware and software problems.
3. Install and configure network hardware, software, and peripheral equipment; troubleshoot, diagnose, and resolve server and networked devices hardware and software problems.
4. Perform network system administration functions; monitor and add applications, users and devices; run server security procedures and capacity reports.
5. Provide support to network server administrative and maintenance operations; perform daily back up; install and configure software; maintain database; monitor and provide technical support for mainframe and Internet access; install and configure networked equipment including modems, printers and scanners.
6. Provide desktop support to clients; install and configure hardware and software, operating systems and peripherals; troubleshoot, diagnose, and resolve hardware and software problems; identify and coordinate training needs for client user staff.
7. Investigate, analyze, and resolve network-related problems; resolve compatibility problems; recommend and implement changes and improvements.
8. Monitor network security and performance; identify unauthorized access and potential security risks; participate in projects to enhance network security operations.
9. Provide support in wide area network development and implementation; configure and install routers at networked locations; monitor and provide maintenance and Internet access.
10. Measure volume and performance of network traffic; identify and make recommendations to improve network utilization and performance issues; assist in design strategies and recommendations to improve network performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

11. Perform technical writing duties in the development and production of system documentation, instructional, and procedural manuals.
12. Contact vendors for components, technical reference and/or services required for network expansion and maintenance.
13. Assist in documenting changes, additions, deletions, and revisions to network components, wiring, and facilities; prepare status reports as required.
14. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of local and wide area networks.
15. Must demonstrate attendance sufficient to complete the duties of the position as required.
16. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Network Analyst I

Knowledge of:

1. Principles and practices of computer science and information systems.
2. Basic operations, service, and activities of local and wide area network systems.
3. Basic operational characteristics of a variety of computer systems, applications, hardware, and software.
4. Methods and techniques of installing network hardware and software.
5. Basic principles and practices of local area network administration.
6. Principles of report preparation.
7. Basic principles and practices of troubleshooting network problems.
8. Modern office procedures, methods, and equipment including computers.
9. Pertinent federal, state, and local codes, laws, and regulations.

Ability and Skill to:

1. Learn methods and techniques used in the installation, trouble shooting, upgrading, and problem resolution of network systems.
2. Learn operational characteristics of various computer programs, networks, and software packages.
3. Learn to evaluate, test, implement, and support local area network systems.
4. Assist in network design and implementation activities.
5. Respond to inquiries and requests from system users.
6. Learn to monitor and maintain local area networks.
7. Learn methods and techniques of developing technical documentation.

Ability and Skill to (cont.):

8. Communicate clearly and concisely, both orally and in writing.
9. Establish and maintain effective working relationships with those contacted in the course of work.

Network Analyst II

In addition to the qualifications for Network Analyst I

Knowledge of:

1. Operations, services, and activities of local and wide area networks.
2. Operational characteristics of a variety of computer systems, applications, hardware, software, and peripheral equipment.
3. Principles, practices, methods, and techniques used in local area network design, implementation, and administration.
4. Principles and practices of troubleshooting local area network hardware and software problems.
5. Local area network protocols, routing equipment, and wiring systems.
6. Data communication standards, protocols, hardware, software, and network management practices.
7. Methods and techniques of evaluating network performance.
8. Principles and practices of local area network security and administration.
9. Methods and techniques of developing technical manuals and instructional materials.

Ability and Skill to:

1. Perform local area network administration duties.
2. Apply principles, theories to current or proposed local area network systems.
3. Evaluate, test, implement, and support network systems.
4. Perform local area network design and implementation duties.
5. Analyze and resolve technical problems using logical and methodical processes.
6. Learn principles and practices of wide area network administration, development, and implementation.
7. Learn to design, configure, and test wide area network hardware and software.
8. Learn principles and practices of wide area network security.
9. Learn to configure and install wide area network routers and gateways.

Network Analyst III

In addition to the qualifications for Network Analyst II

Knowledge of:

1. Operations, services, and activities of local and wide area network development and implementation.

Knowledge of (cont.):

2. Principles and practices of wide area network design, development administration.
3. Wide area network protocols, routing equipment and wiring systems.
4. Principles and practices of wide area network security.
5. Methods and techniques of wide area network systems planning and implementation.

Ability and Skill to:

1. Provide support to complex wide area network design and implementation projects.
2. Design, configure and test wide area network hardware and software.
3. Configure and install wide area network routers and gateways.
4. Install, test and configure wide area network hardware and software applications and programs.
5. Troubleshoot complex local and wide area network hardware and software application problems.
6. Analyze complex local and wide area network operating issues.

Education, Training and Experience:**Network Analyst I**

1. A typical way of obtaining the knowledge, skills, and abilities outlined above is a Bachelor's degree from an accredited college or university with major course work in computer science, network engineering, or a related field, and one year of experience in supporting local and wide area networks.

Network Analyst II

2. A typical way of obtaining the knowledge, skills, and abilities outlined above is a Bachelor's degree from an accredited college or university with major course work in computer science, network engineering, or a related field, and two years of experience in supporting local and wide area networks.

Network Analyst III

3. A typical way of obtaining the knowledge, skills, and abilities outlined above is a Bachelor's degree from an accredited college or university with major course work in computer science, network engineering, or a related field, and three years of increasingly responsible experience in supporting local and wide area networks.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and/or move up to 50 pounds; and lift up to 75 pounds with assistance from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is variably paced with moderate to high pressure.

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