Network Services Analyst

Class Code: 4847

Bargaining Unit: Alameda County Management Employees Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Jun 26, 2006
Revision Date: Jan 2, 2009

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general supervision, to analyze, recommend, plan, design, test and evaluate the court's network system such as local area network (LAN), Wide Area Network (WAN), Internet, Intranet, Extranet and interconnections of all network structures; to perform network modeling, analysis and planning; to research and recommend network hardware and software solutions; to provide expert consultation to network administration support staff and management on related hardware, LAN/WAN operating systems, network operating systems, system connectivity and standard server hardware and software; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

The Network Services Analyst is a professional-level class that is responsible for the court's data communication network, including network connectivity and security. This class supervises a team of network administrators and may provide direction, guidance and work coordination to lower-level network technical support staff. The Network Services Analyst reports to the Network and Communications Manager. The Network Services Analyst class is distinguished from the lower-level Senior Network Administrator class in that the former has overall responsibility on network upgrades, network troubleshooting and network security, supervises network support staff, performs a wider scope of duties and requires expert knowledge of court computer hardware and software systems, network and telecommunication systems whereas the Senior Network Administrator is involved in the day-to-day administration of the court's data communication network. The Network Services Analyst class is distinguished from the higher-level class of Network and Communications Manager in that the latter class has administrative and supervisory responsibility for the Network and Communications Unit of the Office of Information Technology.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Performs network engineering duties in the design, test and support of network architecture and strategy, network standards, logical network design, firewalls, servers, and network server capacity management.

2. Plans, designs, installs and maintains court computer networks, telecommunications systems and computerized security and identification systems; develops project timetables and coordinates project completion; identifies, designs, recommends and implements standards, conventions and policies for network systems.

3. Supervises, trains and evaluates support staff; manages and assigns work; develops goals for the work unit consistent with court policies; develops standards by which to evaluate performance of support staff; and assists in developing employees' potential for advancement through training and experience.

4. Plans, coordinates and implements security measures to provide effective information security to the Court's network and systems, including Internet and Intranet; establishes and monitors standards and procedures for user access; identifies security threats and incidents by auditing firewall logs, analyzing the results from network security probes and coordinating with technical contacts at non-court networks and Internet service providers to identify, investigate, respond to and resolve security incidents.

5. Participates in the development of and advises management on network and enterprise systems technology strategy and implementation; plans for long-term technology infrastructure, including service delivery implications; recommends and optimizes technologies to enhance network performance; evaluates and recommends network software, hardware and interconnectivity products.

6. Provides technical support and training in the planning and implementation of LAN/WAN/VPN and distributed systems; ensures proper installation, configuration and upgrading of computer networks, computer and telecommunication hardware and software; and acquires computer hardware and software for all court facilities.

7. Represents the court in technical support design groups; participates in and makes recommendations regarding new systems, vendor services and contracting; confers with state, county and court management to determine hardware and networking requirements, develops network plans for new and existing sites and applications, initiates and participates in the project to completion; analyzes user requests and makes recommendations regarding current and future needs, hardware and software needs and technological trends and ideas.

8. Works with internal and/or external clients regarding production schedules and revising production schedules as necessary.

9. Prepares large, complex and technical PC LAN/WAN/VPN configuration recommendations for the court, ensuring that all components operate successfully.

10. Acts as technical project lead for the installation of LAN/WAN connections and the upgrade of hardware and software on existing networks.

11. Provides technical troubleshooting, problem isolation and assistance with problem resolution for the more complex problems with standard PC LAN/WAN/VPN hardware and software; serves as primary contact for all needs and problems and in specialized areas within the network; monitors network performance and makes appropriate corrections; works with vendors to resolve problems and to ensure quality control.

12. Works with outside vendors and consultants in systems design, installation and troubleshooting; conducts walk-throughs with potential vendors involving scope of work, terms and conditions, material requirements, wiring drawings, site surveys and related contract terms and negotiations.

13. Designs backbone and station wiring plans for court buildings.

14. Researches, analyzes and evaluates new hardware and related software for installation in the Court's network; determines the appropriateness of various system configurations, including hardware requirements, telecommunications and network equipment; develops recommendations for the procurement of equipment and selection of vendors; keeps abreast of the data communications industry technology advances and relates them to appropriate applications within the Court.

15. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Option I

Experience:

The equivalent to two years of full-time experience in the class of Senior Network Administrator in the Superior Court of California, County of Alameda service.

Or Option II

Education:

Possession of a Bachelor's degree from an accredited college or university in Computer Science, Information Technology, Telecommunications or a related field. A maximum of two years of relevant work experience can be substituted for college on a year-to-year basis.

And

Experience:

The equivalent to five years of full-time increasingly responsible experience in the field of LAN/WAN/VPN systems support administration and management, network integration and development, systems engineering or similar filed in a multi-platform information systems environment that includes at least two years' experience supervising network support staff.

Professional Certification:

Possession of a valid Microsoft Certified Systems Engineer (MCSE) and/or Cisco Certified Network Professional (CCNP) certification is desirable.

KNOWLEDGE AND ABILITIES:

Knowledge of network engineering principles, practices, terminology, trends and usage as utilized by large complex organizations; principles and practices of staff supervision; local and wide area network architecture, design, management and operation; the inter-relationship of PC, LAN/WAN and telecommunications systems, including hardware components, software applications, operating systems and documentation; LAN/WAN topologies, routers, switches, servers, modem and internet connectivity; computer equipment, hardware and software used by the court; communications hardware and software such as found in routers, WAN/LAN switches and network servers; windows operating system administration; communication and network services from telecommunications vendors and Internet service providers; communications protocols such as TCP/IP; wireless communications technologies; twisted mediums such as twisted pair wirings and fiber optics.

Ability to communicate effectively and present information both orally, and in writing, with both technical and non-technical audiences; develop network systems architecture; plan long-term technology infrastructure development and implementation; identify, design and recommend networking standards, conventions and policies; plan, design, upgrade, install and administer LAN/WAN systems software; create systems specifications; create and produce project and technical documentation; recommend and implement information technology policies and procedures; analyze systems problems, develop effective solutions and prepare cost estimates; logically conceptualize and/or analyze user system requirements, including evaluating user requirements and finding creative application solutions that consider short and long term user needs and systems interdependencies; organize work, set priorities and meet critical deadlines; maintain effective working relationships with staff, senior management, state and county representatives and vendors; plan, organize, train, coordinate and direct the work of others; prepare comprehensive technical reports and plans; sequence processes into incremental steps using flowcharting techniques and other modeling tools; test and isolate problems, and develop effective solutions; troubleshoot complex technical problems, and identify and recommend alternative technical solutions; understand highly complex and varied information-technology systems and issues; keep abreast of current technology trends and developments in the field of data communications; and work effectively independently and as a member of a team.

CLASSIFICATION HISTORY:

Date established: 6/26/06