SYSTEMS AND NETWORK ANALYST
(Range 123)

DEFINITION

Performs a broad range of information technology tasks, including installation, maintenance, configuration, monitoring, and integration of network hardware and software, desktop hardware and software, and data security systems.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Assistant IT Director and direct supervision from the Systems and Network Supervisor.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1.   Stays abreast of current trends and developments in the fields of network systems, network security, minicomputer and microcomputer hardware and software systems, applications, and utilities.

2.   Evaluates network, minicomputer and microcomputer hardware and software systems, and oversees their installation, configuration, implementation and integrations with other systems.

3.   Specifies, designs, writes, tests, documents and implements applications, utilities, and other programs as required to support systems operations.

4.   Designs, installs, maintains, supports, monitors, and troubleshoots Local Area Networks (LAN) and Wide Area Networks (WAN).

5.   Configures and modifies operating system parameters, scripts, utility programs, database management systems, telecommunications systems, and third-party systems.

6.   Configures, modifies, installs, supports, and maintains custom developed applications and third-party applications running on supported network, computer hardware and software systems.

7.   Maintains contact with vendor help desks and outside agencies for the purpose of developing system enhancements and solving system problems.

8.   Develops and assists in the implementation of strategies for continued and improved network, minicomputer and microcomputer system efficiency; develops performance metrics and insures efficient operation of the systems to achieve management goals and objectives.

9.   Researches solutions and assists in the implementation of special projects.

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10.   Interacts extensively in person, and over the telephone with patrons, district-wide staff and management, outside governmental agencies, vendors, and other libraries.

11.   Responds to inquiries and concerns from staff and patrons in a courteous and timely manner.

12.   Maintains a high degree of confidentiality.

13.   Assists in the preparation and implementation of the Information Technology Department goals and objectives in conjunction with the Library District's Strategic and Technology Plans.

14.   Coordinates maintenance of Active Directory, Exchange accounts, and Groups and permissions.

15.   Installs and configures telephone equipment and generates phone system reports as needed.

16.   Use diagnostic tools, utilities, and equipment to troubleshoot and repair computer and network related problems.

17.   Interprets and implements Library District and IT Department policies and procedures.

18.   Provides technical support in investigating security related issues.

19.   Operates and utilizes office equipment including but not limited to: personal computer, the Internet, e-mail, copy machine, telephone, and facsimile machine.

20.   Operates Library District vehicles.

21.   Assists in inventorying, loading, and unloading of equipment to and from storage.

Marginal Functions:

1.   Creates and maintains infrastructure and configuration documentation.

2.   Attends staff and other miscellaneous meetings.

3.   Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1.   Database structures and design concepts.

2.   Network equipment, configuration, and management.

3.   Minicomputer and microcomputer hardware and software systems, peripheral equipment, and associated subsystems.

4.   LANs, WANs, routers, switches, firewalls, file servers, SAN, NAS, UPS, remote access systems, data cabling topologies, and electrical systems.

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5.   Active Directory users, computers, group policies, and site design, troubleshooting, and maintenance.

6.   Current trends and developments in the fields of networking, network security, minicomputer and microcomputer hardware and software services.

7.   Enterprise management systems and network management principles.

8.   Network data security principles and practices.

9.   Network protocols.

10.   Planning principles and cost benefit analysis for proposed network growth strategies.

11.   Pertinent Federal, State, and local laws, codes, and regulations.

12.   Research techniques and the sources and availability of current information.

13.   Principles of project management.

14.   Correct English usage, spelling, punctuation, and grammar.

Ability to:

1.   Work and produce required results without close supervision

2.   Evaluate and provide recommendation for hardware and software acquisitions and upgrades for the Library District.

3.   Recognize equipment malfunctions and software errors.

4.   Maintain, repair, and troubleshoot network computer hardware and software systems, peripherals, and subsystems.

5.   Track data security related issues and take appropriate corrective action.

6.   Operate diagnostic equipment.

7.   Analyze and interpret complex and technical materials.

8.   Work under pressure and meet deadlines.

9.   Perform multiple tasks concurrently.

10.   Work quickly and accurately.

11.   Exercise initiative and discretion.

12.   Organize and review work for efficient results.

13.   Accept and manage change and maintain flexibility.

14.   Interpret, explain, and apply the Library District and Division policies and procedures.

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15.   Work both independently and as part of a team.

16.   Understand and follow oral and written instructions.

17.   Communicate clearly and concisely, both orally and in writing.

18.   Prepare clear and concise reports.

19.   Effectively perform the full range of computer operation duties.

20.   Establish and maintain effective working relationships with those contacted in the course of work.

21.   Maintain the mental capacity for making sound decisions and demonstrating intellectual capabilities.

22.   Be on a stand-by status after normal working hours and carry a remote notification device and respond with little or no advance notice.

23.   Work a flexible schedule with varying start and stop times.

24.   Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:

        --standing, walking, or sitting for extended periods of time;

        --bending, reaching, stooping, and pushing;

        --lifting and carrying;

        --operating assigned equipment.

25.   Maintain effective auditory and visual and perception needed for:

        --making observations;

        --communicating with others;

        --reading and writing;

        --operating assigned equipment

Skill in:

1.   Use of general office equipment.

2.   Use of network, computer hardware and software systems and associated peripheral equipment.

Training and Experience:

        Bachelor's degree in computer science, information technology, electrical engineering or a closely related field required; and three (3) years of progressively responsible experience maintaining and supporting network, minicomputer and microcomputer hardware and software systems in complex, medium-to-large environments with multiple sites required; minimum of one (1) year experience supporting server virtualization and installing LANs and WANs required; experience using enterprise management products to assess network health and to correct network related problems required; experience with security solutions and managing and optimizing

Microsoft Active Directory and Group Policies; experience supporting and implementing services such as IPv6, DHCP, SMTP, SNMP, Internet, web servers, firewalls, routers, switches, and related systems; experience specifying, designing, writing, testing, documenting, and maintaining applications, utilities, and scripts written in languages such as Microsoft PowerShell, PERL, etc.

License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent light lifting (5 - 10 pounds) and moderate lifting (12 - 20 pounds); occasional heavy lifting or moving (50 - 100 pounds); frequent bending, stooping, reaching, and pushing; the continuous operation of hand or power tools to very exacting tolerances, calling for full coordination of sensory and manipulative ability; and standing or utilizing a keyboard for extended periods of time.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

JOB CODE: 1410

FLSA: **EXEMPT**

CBA: **NON-SUPERVISOR**

DEVELOPED: **OCTOBER 5, 1998**

REVISED: **MARCH 19, 1999**
                   MAY 17, 1999
                   AUGUST 30, 1999
                   SEPTEMBER 23, 1999
                   MAY 17, 2000
                   AUGUST 21, 2002
                   APRIL 24, 2006
                   MARCH 6, 2007
                   JANUARY 1, 2017

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