MICROCOMPUTER AND NETWORK ANALYST
(Range 119)

DEFINITION

Performs installation, monitoring, maintenance, operation, and modification of network and telephone equipment, microcomputer systems hardware and software systems, applications, and utilities.

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, microcomputer hardware and software systems, applications and utilities.

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

3.   Specifies, designs, writes, tests, documents and implements utility and other programs as required to support systems operations in various scripting languages.

4.   Maintains, supports, monitors, and troubleshoots Local Area Networks (LAN) and Wide Area Networks (WAN).

5.   Configures, modifies, installs, supports, and maintains third-party applications running on supported network and microcomputer hardware and software systems.

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

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

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

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

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

11.   Ensures and provides for the physical security of the data center and data closets.

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12.   Assists in the implementation of the Information Technology Department goals and objectives in conjunction with the Library District's Strategic Plan and Technology Plan.

13.   Interprets and implements Library District policies and procedures.

14.   Maintains a high degree of confidentiality.

15.   Attends staff and other miscellaneous meetings.

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

17.   Operates Library District vehicles.

18.   Uses diagnostic tools, utilities, and equipment to troubleshoot and repair computer and network related problems.

19.   Assists, consults, and provides recommendations in standardization, capacity and planning and cost justifications.

20.   Maintains files relevant to the Information Technology Department.

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

Marginal Functions:

1.   Serves as a technical resource to Library District patrons and staff.

2.   Attends and participates in professional group meetings.

3.   Performs related duties and responsibilities as required.

4.   Ensures proper supplies are available for system needs*.*

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Network and microcomputer hardware and software systems, peripheral equipment, and associated subsystems.

2. WAN, LAN, routers, switches, application servers, file servers, personal computers, remote access systems, data cabling topologies, and electrical systems.

3. Converged and Hyper-converged virtual environments such as VMWare and VXRail.

4. Enterprise backup systems, technologies, procedures and methodologies.

5. Current trends and developments in the fields of network and microcomputer hardware and software systems and services.

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

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

8. Library District, branch, and department policies and procedures.

9. Library District terminology and functions.

10. Centralized management principles and practices.

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

Ability to:

1. Accept stand-by status assignment after normal working hours, carry a cellular phone and respond with little or no advance notice.

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

3. Recognize equipment malfunctions and software errors.

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

5. Operate diagnostic equipment.

6. Work under pressure and meet deadlines.

7. Perform multiple tasks concurrently.

8. Work quickly and accurately.

9. Exercise initiative and discretion.

10. Organize and review work for efficient results.

11. Accept and manage change and maintain flexibility.

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

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

14. Understand and follow oral and written instructions.

15. Work a flexible schedule which may include evenings and weekends.

16. Prepare clear and concise reports.

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17. Effectively perform the full range of network, server and microcomputer operation duties.

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

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

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

21. Read technical documentation and learn new skills and technologies.

22. 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.

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

     --making observations;

     --communicating with others;

     --reading and writing;

     --operating assigned equipment.

Skilled in:

1. Use of library and general office equipment.

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

Training and Experience:

Bachelor's degree required. Two (2) years of progressively responsible experience maintaining and supporting network and microcomputer hardware and software systems in a complex, medium-to-large environments with multiple sites; experience supporting and implementing services such as Microsoft Active Directory, DHCP, SMTP, DNS, SNMP, TCP/IP, Internet, Intranet, web servers, VMWare ESXi Enterprise, Windows 10, Microsoft Server 2012 thru 2019, Microsoft SQL Servers 2012 thru 2019, Microsoft Exchange 2013 thru 2016, file and print servers, backup systems including disk to disk to tape. Experience maintaining network routers, network switches, Wireless Networks, WAN and LAN connections and related systems; experience supporting telecommunication equipment including desk phones, voice mail systems and phone switches; experience specifying, designing, writing, testing,

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documenting and maintaining programs, utilities, and batch scripts written in languages such as Microsoft PowerShell required.

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 (11 - 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.

FLSA: **NON-EXEMPT**

CBA: **NON-SUPERVISOR**

DEVELOPED: **FEBRUARY 11, 2004**

REVISED: **July 26, 2012**
April 14, 2016
MARCH 12, 2018
JUNE 16, 2021

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