

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: NETWORK SYSTEMS ANALYST I
CLASS TITLE: NETWORK SYSTEMS ANALYST II
DEPARTMENT: GENERAL SERVICES
REPORTS TO: INFORMATION SERVICES NETWORK MANAGER
CIVIL SERVICE: YES

CLASS CODE: 0102
CLASS CODE: 0103
FLSA STATUS: N
DATE: 7/07
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under general supervision or direction, performs professional information technology work pertaining to server, network and related systems design, development, installation, analysis, testing, implementation, documentation and maintenance; plans, designs, configures, installs, upgrades, and administers various components and/or segments of the County's information system network; analyzes, monitors, troubleshoots and resolves system performance, integrity, security, availability and other issues/problems; participates in a variety of development, enhancement and other system projects; and facilitates system interfaces with data communications and database programs.

DISTINGUISHING CHARACTERISTICS:

Network/Systems Analyst I:

This is the first working/entry level class in the Network/Systems Analyst series. Positions in this class are allocated to the Information Services Division within the General Services Department. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with an entry-level professional class, duties are performed under general supervision, utilizing established procedures and limited use of independent judgment. Assignments typically include the more routine professional analytical duties within the work unit, including basic analysis and support for the less complex server and network systems.

Network/Systems Analyst II

This is the full working/journey level class in the Network/Systems Analyst series. Positions in this class are allocated to the Information Services Division within the General Services Department. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with a journey level professional class, duties are performed under direction, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include the full range of journey level professional analytical duties within the work unit, including analysis and support for a wide range of server and network systems.

SUPERVISION EXERCISED:

Incumbents in these classes do not provide direct supervision over others, but may exercise indirect (lead) supervision over subordinate paraprofessional, technical, clerical and other staff.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Plans, designs, configures, installs, upgrades, and administers various components and/or segments of the County's information system network based on established standards; analyzes, monitors, troubleshoots and resolves system performance, integrity, security, availability and other issues/problems.
- Monitors disk space and server logs; analyzes system performance; recommends and implements optimizing technologies to enhance system performance.
- Installs upgrades and patches to operating system and other network software; administers e-mail and related communication services.
- Plans, implements and monitors system security; installs and administers firewalls and virus protection as appropriate; maintains access lists; utilizes access point detection, intrusion detection, vulnerability scanning and other tools; designs and administers backup and recovery procedures.
- Programs, sets up, installs and deploys routers, switches, microwaves, wireless access points, servers and other network equipment.
- Provides professional technical support for users regarding complex network-related issues; resolves difficult technical problems; communicates with department managers and staff regarding technology issues; develops recommendations

for selection, acquisition, deployment and upgrading of network-related technology tools as assigned.

- Administers assigned segments of enterprise programs and systems; establishes and monitors system activities and protocols for data security and access; develops and administers backup processes.
- Participates on complex systems and network development, enhancement and integration projects; may serve as project leader on less complex projects; reviews and recommends project technical criteria; develops hardware configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed; participates in the implementation of new information systems for new and/or refurbished County buildings.
- Develops and maintains documentation, procedures and training related to areas of assignment.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform applications programming and software development as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Network switches, routers, cabling, and similar items
- Servers

MINIMUM QUALIFICATIONS REQUIRED:

Network/Systems Analyst I

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field. An equivalent combination of education, training and experience may also be qualifying.

Network/Systems Analyst II

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field AND two years of progressively responsible professional information technology experience that emphasized the development, enhancement, maintenance and administration of a centralized computer network/system. An equivalent combination of education, training and experience may also be qualifying.

Both Classes

Licenses and Certifications:

A valid California driver's license is required.

Certification as a Cisco Certified Network Administrator (CCNA) is highly desirable.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Computer infrastructure elements including networks, applications, personal computers and mid-range computers.
- Information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration,

telecommunications, wireless and distributed systems.

- TCP/IP, routers, switches, ETHERNET and network design.
- Routine programming and scripting languages.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on call work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.