

INFORMATION TECHNOLOGY NETWORK ADMINISTRATOR ANALYST

Series Specification

Information Technology Network Administrator Analyst I
Information Technology Network Administrator Analyst II
Senior Information Technology Network Administrator Analyst

DEFINITION

This series specification describes three classes that have the primary responsibility for all of the functions associated with supporting and/or administering network and VoIP infrastructure, including the development of the future architecture of those systems. The class is characterized by technical performance in the broadest and most complex areas; the highest level of system and organizational responsibility and provides technical or project leadership at the college-wide or district-wide level. Employees in this series may specialize primarily in Network and VoIP Administration. Specific focus and assignments may vary from employee to employee.

LEVEL DESCRIPTIONS

Information Technology Network Administrator Analyst I: The Information Technology Network Administrator Analyst I is an experienced, senior-level technical or network specialist. Incumbent has primary responsibility for Network and VoIP Administration at the College-wide or District-wide level. The Information Technology Network Administrator Analyst I operates with routine oversight.

Information Technology Network Administrator Analyst II: The Information Technology Network Administrator II is a Network and VoIP Administrator and is an experienced Information Technology Network Administrator Analyst I, or equivalent who has primary responsibility for Network and VoIP Administration with complex integration responsibilities. The Information Technology Network Administrator Analyst II is distinguished from the Information Technology Network Administrator Analyst I by the amount of leadership exercised and the complexity and scope of work performed, and the exercise of significant autonomy in research and development of solution options. The Information Technology Network Administrator Analyst II operates with moderate oversight.

Senior Information Technology Network Administrator Analyst: The Senior Information Technology Network Administrator Analyst is a Network and VoIP Administrator and is a senior systems and database administrator who performs the most complex activities within the scope of the IT organization. Incumbent typically specializes in several overlapping technical areas and/or has broad overlapping architectural responsibilities and may lead multiple projects while also administering several production system components. The Senior Information Technology Network Administrator Analyst operates with minimal oversight.

TYPICAL DUTIES

Information Technology Network Administrator Analyst I:

Operations (including security, performance, problem resolution and budgets):

- Maintains all wired and wireless network equipment located on the network.
- Configures and maintains all VoIP central equipment located on the network per established procedures and guidelines.
- Performs installation and patching of network operating system software for all wired and wireless network equipment.
- Specifies requirements for infrastructure components (virtual and/or physical networks) to ensure performance, reliability, backup, and recovery.
- Analyzes and resolves technical issues.
- Works with vendor to resolve problems.
- Provides vendor with enhancement requests.
- Creates scripted procedures and/or programming to automate support functions.
- Maintains security and staff access to network infrastructure (physical/wireless or VOIP).
- Monitors performance, availability, and capacity of network systems.
- Maintains relevant technical documentation for District IT.

Projects:

- Participates in projects and provides task definitions and time estimates within assigned role.
- Performs project management for network operating system and VoIP software patch cycles and small and medium-sized projects.
- Manages on-going priorities, schedules, and task completions.

Organizational Support and Leadership:

- Attends vendor training (off-site or web-based).
- Communicates with other IT technical staff.
- Assists and provides coverage for other technical personnel in similar roles.
- Maintains knowledge and provides advice in the business areas supported.

Strategy:

- Researches vendor sites for technical information/updates, new product updates, and future trends.
- Participates in long-range IT planning and budgeting within assigned area.
- Implements system architectures, policies, and procedures consistent with established plans.

Performs related duties as required.

Information Technology Network Administrator Analyst II: In addition to the typical duties of Information Technology Network Administrator Analyst I;

Operations (including security, performance, problem resolution, and budgets):

- Develops standards and procedures and maintains all wired and wireless network equipment located on the network.
- Develops standards and procedures and Maintains all VoIP central equipment located on the network.
- Plans and performs major upgrades of network operating system software and network equipment.
- Plans and performs major upgrades of VoIP central equipment located on the network.

- Researches and develops new procedures, processes to address emerging requirements.
- Coordinates work with technical and non-technical staff to develop project timelines, distribution of work, and assure timely completion of projects.
- Monitors industry trends, vendor announcements and product releases to identify changes that will impact existing and future services.
- Recommends changes for future consideration to improve security, performance, capacity, and cost benefit.
- Maintains security and staff access to network infrastructure (physical/wireless and VOIP).
- Analyzes and resolves complex technical issues.

Projects:

- Performs project management for network operating system, VoIP software upgrades and large-sized projects.

Organizational Support and Leadership:

- Provides assistance and troubleshooting support for other technical personnel, sometimes in other technical roles (e.g., database, systems and configuration management).

Strategy:

- Recommends changes to system architectures, policies, and procedures consistent with established plans.

Performs related duties as required.

Senior Information Technology Network Administrator Analyst: In addition to the typical duties of Information Technology Network Administrator Analyst I and II;

Operations (including security, performance, problem resolution, and budgets):

- Administers or has over-sight for District-wide network equipment.
- Performs district-wide capacity planning for District-wide network infrastructure.
- Consults with IT Management to ensure adequate capacity, performance, and security for District-wide network infrastructure and network operating system software and VoIP central equipment and infrastructure.
- Recommends and implements Service Level Agreements (SLAs) to define agreement between IT and business units or customers.
- Maintains knowledge of components outside of direct responsibilities and works with other IT units to design and maintain overall security of systems and data.
- Designs and implements Disaster Recovery and Business Continuity plans, consistent with IT Management and IT User community requirements.
- Researches, designs, and advises management concerning the overall architecture of network systems and services.

Projects:

- Performs project management for major network operating system software and VoIP upgrades and complex integration projects, involving large staffing, across multiple technical layers and technical units.
- Monitors all ongoing projects of technical staff in the unit, to ensure consistency with technical direction.

Organizational Support and Leadership:

- Provides technical leadership to all Analyst I and II in the same unit.
- Recommends and justifies relevant IT procedures and policies.

Strategy:

- Analyzes and justifies changes and improvements in systems architecture to IT Management.
- Leads long-range planning and budgeting for assigned IT systems and other related areas.

Performs related duties as required.

QUALIFICATIONS

EXPERIENCE AND EDUCATION

General

Information Technology Network Administrator Analyst I

A Bachelor's degree from an accredited institution in computer sciences, management information systems, engineering or closely related field and two years of experience directly related to the job duties; OR, a Bachelor's degree and four years of experience directly related to the job duties; OR, an Associate's degree or a network administration certificate and six years of experience directly related to the job duties.

Promotional

General

Information Technology Network Administrator Analyst II

Two years as an Information Technology Analyst I in the Los Rios CCD.

OR

A Bachelor's degree from an accredited institution in computer sciences, management information systems, engineering or closely related field and four years of experience directly related to the job duties; OR, a Bachelor's degree and six years of experience directly related to the job duties; OR, an Associate's degree or a network administration certificate and eight years of experience directly related to the job duties.

Senior Information Technology Network Administrator Analyst

Two years as an Information Technology Analyst II in the Los Rios CCD.

OR

A Bachelor's degree from an accredited institution in computer sciences, management information systems, engineering or closely related field and six years of experience directly related to the job duties; OR, a Bachelor's degree and eight years of experience directly related to the job duties; OR, an Associate's degree or a network administration certificate and ten years of experience directly related to the job duties.

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

One year of education is equal to 30 semester units.

KNOWLEDGE OF

Information Technology Network Administrator Analyst I, II and Senior Information Technology

Network Administrator Analyst: Applicable policies, regulations, procedures and processes; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; modern office practices, procedures and equipment; network administration; logical and physical design of local and wide-area networks; network transmission and routing protocols; configuration and administration of relevant protocol services; configuration and administration of network naming services; security and firewalls; procedures and techniques of local and wide area networking configuration, maintenance and diagnostics; engineering practices and principles related to network systems; Federal Communications Commission Rules and Regulations applicable to network equipment and service; software systems development life cycle; computer operating systems, hardware, telecommunications, and network systems; LAN and Internet computing technologies; business, administrative and instructional system applications; effective customer service; project management, procurement, and contract management; information system problem management and change management; configuration and version control of information system components; system, user, and architecture documentation; business recovery (disaster recovery); technical problem solving; methods of long-term strategic technical planning; current industry information, vendor direction, new products and new technical architectures; multi-media presentation tools; and software licensing, intellectual property rights, copyright law.

Senior Information Technology Network Administrator Analyst: Enterprise-wide, local, and wide-area network design and network management systems; team dynamics, team building, and workgroup interaction; business analyst functions; business and instructional systems analysis; business and instructional planning processes; statistical cost benefit, impact, workflow, and data analysis; service

administration practices and development of service level agreements; user acceptance testing; creation and evaluation of Request for Bids; creation and presentation of information system service proposals; effective leadership methods; organizational processes, practices, and policies; and team dynamics and team building methods; distributed printing subsystems; fault-tolerant clustering and replication; storage area networks; RAID, SAN, and data archival subsystems; centralized backup and tape management systems; centralized system monitoring and management systems; basic principles of leadership, oversight and training.

ABILITY TO (ESSENTIAL FUNCTIONS)

Information Technology Network Administrator Analyst I, II and Senior Information Technology Network Administrator Analyst: Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws and regulations, District policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use of technology to effectively perform responsibilities, including but not limited to, word processing, spreadsheets, databases and desktop publishing; adapt to changing technologies; work successfully with diverse populations; learn and adapt to new technologies, procedures, and policies; plan, organize, prioritize, and complete the workload of assigned areas of responsibility; perform individual research, analysis, and evaluation of systems and programs; develop and present technical briefings and specifications; and develop, coordinate, and enforce organization-wide information systems standards; collect and analyze data utilizing computer applications as appropriate; prepare written and verbal reports on findings; develop an image of how a system should work under ideal conditions; generate a number of different approaches to problems; determine the long-term outcomes of a change in operations; reorganize information to get a better approach to problems or tasks; evaluate the likely success of an idea in relation to the demands of the situation.

Senior Information Technology Network Administrator Analyst: The ability to develop, communicate, and meet schedules and time lines; learn and lead implementation efforts related to new technologies, procedures, and policies; develop and maintain enterprise systems exhibiting high availability, good performance, and providing reliable information; assume accountability for all responsible systems and programs; organize, prioritize, and complete the workload of assigned areas of responsibility; perform individual research, analysis, and evaluation of IT systems, programs and services; plan, organize, and manage enterprise-wide systems standards; organize tasks and meetings, resulting in timely and effective completion of projects; articulate business and systems requirements to management, experts and vendors.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies including computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.