

NETWORK SYSTEMS ANALYST

MAJOR FUNCTION

This position designs, implements, maintains, and repairs the County's network cabling systems. Work includes set up and maintenance of phone systems, switches and routers. Position is responsible for implementing, maintaining and repairing computers, associated software, and other components on a local/wide area network basis for Marion County.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Designs, implements and integrates telecommunications and data communication transport systems.
- Performs set up and provides required maintenance of phone systems, network switches and routing equipment.
- Oversees network cabling projects; ensures installations are accomplished to codes, standards and other required specifications.
- Sets up and maintains wireless access points as directed.
- Installs multi-platform computer equipment and software, including configuration and equipment maintenance, for equipment connected to the local/wide area network.
- Maintains the network operating systems, workstation menus, and network interfaces, to include rights of privileges and security according to BCC policies and standards.
- Assists on LAN/WAN documentation for content, accuracy, and integration of new systems, in keeping with developing technologies.
- Instructs other support staff on standard methods for trouble shooting, upgrades and installations; trains other support staff in standard installation and maintenance.
- Provides training of customers on proper use of computers and software; conducts training at the user's location at time of installation.
- Performs follow up on all work performed to ensure satisfaction and compliance.
- Evaluates damages and repair costs; evaluates equipment and software.

SECONDARY FUNCTIONS

- Performs other tasks as assigned.

CUSTOMER SERVICE

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This is a front-line position for providing excellent customer service to other County employees and members of the general public. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

This position has no supervisory responsibilities.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

Associate Degree or equivalent from two year college or technical school with major course work in telecommunications and networking technology; with one year related experience in the installation, maintenance, diagnostics and troubleshooting of network infrastructure systems in both local, wide, and wireless environments; or equivalent combination of education and experience. Certifications will be required for the standard networking platforms as adopted by the County.

Licenses

Valid Florida Drivers License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Problem Solving Ability

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- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans and specifications continually.
- Functions independently as an expert in matters of specialized analysis and complex scientific or technical systems.

Specialized Skills and Abilities

- Experience with current standards technologies associated with network systems, e.g., Novell, Microsoft.
- Knowledge of current network cabling, telecommunications and infrastructure requirements for a comprehensive network system utilizing local, wide, and wireless networks.
- Knowledge of Internet and Intranet connectivity devices and requirements.
- Knowledge of client/server local and wide area network environments.
- Ability to organize material, analyze a wide variety of information, and develop and implement appropriate recommendations.
- Ability to work independently with limited supervision.
- Can explain policies, procedures as a lead worker.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will frequently be required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and to lift up to fifty pounds, and will frequently be required to sit, talk or hear.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be required to be exposed to moving mechanical parts; fumes, gases or odors; toxic/caustic substances, and risk of electrical shock. The typical noise level for this

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environment is moderate to loud.

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Pay Grade: 19

Job Description Number: 3057

Category: 3

Status: NE

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