

VISTA UNIFIED SCHOOL DISTRICT

NETWORK ANALYST

Purpose Statement

The purpose of a Network Analyst is to design, configure, install, maintain, secure, monitor, and repair network systems, subsystems, and servers; develop and deliver training programs; provide information, direction, and/or recommendations regarding network installations and configurations; resolve network protocol and data communications operational issues; provide technical support to district and site staff.

This job reports to the Director of Information Technology.

Essential Functions

- Analyzes, troubleshoots, and corrects complex hardware, software, and network malfunctions (e.g., software application errors, NOS hardware errors, network address conflicts, etc.) for the purpose of resolving operational issues and restoring services.
- Attends and participates in meetings, workshops, and seminars for the purpose of conveying and/or gathering information required to perform functions.
- Collaborates with internal and external parties for the purpose of conveying and/or gathering information required to perform job functions, implementing and maintaining services, providing technical assistance and support, and providing information and/or direction regarding information systems and services.
- Communicates with administrators, staff, and vendors for the purpose of implementing and maintaining services and programs, coordinating activities, resolving issues and conflicts, and exchanging information.
- Designs computer networks and workstations including a variety of networking devices (e.g., Internet, intranet, web mail, FTP servers, etc.) for the purpose of ensuring effective and efficient operating systems.
- Maintains network operations and software applications (e.g., installs and maintains network hardware, software, and updates, server backup systems, switches, routers, bridges, printers, peripherals, network interface cards, etc.) for the purpose of ensuring efficient operations.
- Maintains systems and servers related to district local and wide area networks (e.g., user group accounts, access levels, IP assignments, VOIP, email systems, enterprise antivirus software, etc.) for the purpose of ensuring availability of services to authorized users.
- Manages assigned projects and program components (e.g., migrates to new systems, schedules installations, performs product research, configures network printing, etc.) for the purpose of delivering services in compliance with established guidelines and/or objectives.
- Monitors network systems for cybersecurity threats for the purpose of maintaining a secure network and ensuring availability to services to authorized users.
- Participates in a variety of planning and development activities, including district wide committees for the purpose of creating short and long range plans for district automation and programming support.
- Prepares a variety of manual and electronic documents, files, and reports (e.g., procedures, documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Provides end user support and training for the purpose of enabling end users to operate new and/or existing operating systems and software.
- Researches trends, products, equipment, supplies, and materials for the purpose of recommending procedures and/or purchases.

- Responds to emergency situations for the purpose of resolving immediate concerns.
- Serves as a technical resource for the purpose of providing information and/or advice regarding active or planned projects.
- Troubleshoots network protocol, data communications issues, and vendor supported systems (e.g., leased circuits, asynchronous communications lines, network phone system, network appliances, workstations and related peripherals, virtual server environments, enterprise antivirus software, etc.) for the purpose of resolving operational issues, restoring services, and identifying equipment and/or systems repair and replacement needs.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple, highly complex technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include:

- adhering to safety practices;
- applying job-related codes, regulations, and laws;
- interpersonal skills using tact, patience, and courtesy;
- operating standard office equipment including utilizing pertinent software applications and office technology;
- planning and managing projects;
- preparing and maintaining accurate records;
- using Microsoft Office software applications and Google based platforms;
- using pertinent network, application, and operating system monitoring and troubleshooting software.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include:

- business telephone and email etiquette;
- concepts of grammar, spelling, and punctuation;
- current programming languages;
- cybersecurity frameworks;
- design, installation, operation, maintenance, and support of networks, information systems, and related equipment;
- interpersonal skills using tact, patience, and courtesy;
- job-related codes/laws/rules/regulations/policies;
- methods of training;
- modern and emerging technology;
- modern office practices and procedures;
- networking technology and operating systems;
- office equipment and technology;
- principles, practices, and methods of data security;
- principles, practices, and methods of documentation;
- principles, practices, and methods of project management;
- recordkeeping and record retention practices;
- safe driving practices;
- safety practices and procedures.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include:

- accuracy and attention to detail;
- adapting to changing priorities;
- analyzing issues and determining an appropriate course of action;
- communicating with diverse groups and individuals;
- displaying tact and courtesy;
- establishing and maintaining effective working relationships with others;
- maintaining confidentiality;
- meeting deadlines and schedules;
- multitasking;
- operating motor vehicles;
- planning and organizing work;
- preparing accurate records;
- providing customer service;
- reading, interpreting, explaining, and following laws, rules, regulations, policies, and procedures;
- setting priorities;
- understanding and following oral and written directions;
- working as part of a team;
- working with detailed information/data;
- working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of significant resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. The job is performed in a generally hazard free environment.

Experience: Job related experience with increasing levels of responsibility is required.

Education: Targeted, job related education with study in job-related area.

Equivalency: Graduation from high school or equivalent supplemented by two years college-level coursework in programming, network administration, and/or data communications and three years of increasingly responsible experience in the design and sharing of networked hardware and software resources in a large, wide area network environment. A current Cisco certified Network Associate Certification may be substituted for the three (3) years of experience.

Retention: In accordance with Education Code 45301, an employee appointed to this class must serve a probationary period of one hundred thirty (130) days of paid regular service (excluding days absent for illness or injury) during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

Required Testing

For those candidates who meet the minimum qualifications, the assessment process will consist of any one or more of the following: Screening for most qualified candidates, Training and Experience Evaluation, a Written Test, a Performance Test, and/or a Qualifications Appraisal Interview.

Certificates and Licenses

Valid California Class C Driver License.

Continuing Educ. / Training

Clearances

Fingerprint and Background Clearance
Drug Test
Tuberculosis Clearance

FLSA Status

Non-Exempt

Approval Date

Revised: 08/12/2003
Revised: 09/08/2015
Revised: 08/20/2019

Salary Grade

Classified, Range 67