



Position Title:	Senior Network Analyst	Job Code:	0386-00E
Reports To:	Senior Group Manager	Job Group:	PEC
Department:	Information Technology	Salary Grade:	16
Prepared By/Date:	Karl Herleman/9-8-2010	FLSA Status:	Exempt
Approved By/Date:	Dr. Rolando Montoya/9-14-2010		
Revised:	Jennifer C. Brito/9-15-2010		

Summary:

The Senior Network Analyst reports to the Senior Group Manager and is responsible for the administration and management of enterprise wide servers as well as servers and systems that supports Information Technology and overall management of the College Network. This individual will be responsible for the administration and maintenance of multiple servers.

Essential Duties and Responsibilities:

- Provides timely and rapid responses to the user community's requests for assistance.
- Installs and configures systems software
- Installs and maintains College management systems
- Provides systems level support for applications and database development
- Provides systems technical support and assistance; monitors systems operations
- Develops and maintains system documentation
- Completes status and statistical reports in assigned areas as required
- Participates in the planning and development of procedures for the operation of servers and systems
- Conducts ongoing investigations and recommendations on network and system security issues
- Troubleshoots problems with systems and related College equipment
- Fulfills departmental requirements in terms of providing work coverage and administrative notification during periods of personnel absence
- Performs at or above the enterprise's Information Technology evaluation standards.
- Learns user functions, organization and role in the college to the extent required.
- Performs related duties as required or deemed appropriate to accomplish the assigned duties and responsibilities of this position

Knowledge, Skills and Abilities:

- Knowledge of multi-user operating systems, protocols, architectures, designs, and equipment configuration.
- Knowledge of authentication, network services access policies and related internal and external network security considerations.
- Knowledge of industry information technology and impact on related security procedures and processes.
- Knowledge of the current and developing information technology services requirements in a large educational institution.
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.
- Strong analytical skills and attention to detail.
- Ability to successfully manage, coordinate, and deploy complex technical projects.
- Ability to train new or existing employees on department operational practices and procedures.

- Ability to understand and clearly relate to other members of the organization, technical manuals, software specifications, and general methods of network operations and security.
- Ability to write and develop IT related design and development documentation, reports, business correspondence, process, and procedure manuals.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to effectively present technical information and respond to questions from managers, end users and non technical personnel.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret an extensive variety of technical instructions and deal with issues involving several abstract and concrete variables.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to work in a multi-ethnic/multi-cultural environment.

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 noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and reach with hands and arms; use hands to finger, handle, or feel objects, tools, or controls; talk or hear; and stand and walk.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as “essential.” This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor of Science (BS) from an accredited college/university in a related field of study such as Computer Science, MIS or Information Systems and seven (7) years of progressive experience in an administrative computing environment with network security experience.
- MCSE and/or other certifications is highly desirable but not required
- Must have a working knowledge of network and system administration and experience with the following: Windows Operating Systems, Active Directory, Linux, Mac OS, TCP/IP. Experience with web servers (IIS and Apache) and database (MS SQL), network management (SNMP and RMON) and MS Exchange.
- Must be familiar with the Internet and generally available Internet services such as Telnet, FTP, VVWW, SMTP, DHCP and DNS

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name