

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: SENIOR NETWORK ANALYST

DATE: 7/1/13

JOB CODE: 51838

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general direction, plan, supervise, coordinate, and participate in administering the Department's network infrastructure, operations, and security; ensure work quality and adherence to established police and procedures; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Network Analyst is an advanced journey level class in the professional IT network series. The incumbent has overall responsibility for administration of the Department-wide network infrastructure, including, installing, configuring, testing, maintaining, and troubleshooting network operating systems, hubs, routers, and other devices, ensuring reliable operations, connectivity, and functionality and e-commerce access in order to provide efficient, reliable, high performance systems and support to meet Department objectives. Work requires professional knowledge of the design, development, and administration of network infrastructures, as well as strong project leadership and management skills. Supervision is received from the Information Technology Manager. The incumbent may exercise functional and technical supervision over technical staff.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- With staff participate in establishing operational plans and initiatives to meet Department goals and objectives; implement plans, work programs, processes, procedures, and policies required to achieve overall Department performance results; coordinate and integrate Department functions and responsibilities to achieve optimal efficiency and effectiveness; participate in developing and monitoring performance against the annual Department budget;

- Provide leadership and work with staff to develop and maintain a high performance, customer service-oriented work environment that supports achieving Department strategic goals and core values;
- Develop and administer strategies, policies, and procedures for network availability and security; design and implement strategies to ensure Department Data security and integrity; write specifications for and install and administer firewalls and security protocols; monitor system to identify security breaches; ensure an ongoing stable environment for end users.
- Analyze, design, configure, and install wide area network links; design and write specifications; configure and install routers, bridges, and repeaters;
- Analyze, design, configure, and install network equipment and devices for new or modified network segments including cabling and configuration of switches;
- Analyze, troubleshoot, and resolve network-related problems; resolve compatibility problems across systems and networks; troubleshoot complex network failures, router problems, and telecommunications problems; recommend and implement changes and improvements;
- Analyze network security and performance issues; identify potential security and utilization or performance issues; design strategies and recommendations to improve security and network performance;
- Serve as a technical resource in design and development of the Department's network infrastructure architecture; project and develop plans for network growth that supports the Department's strategic direction; prepare project cost estimates and justifications for new or enhanced network system modifications; prepare requests for proposals for vendor/consultant services; evaluate bids and make recommendations on vendor selection;
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology;
- Respond to non-normal working hour emergency operational conditions.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Operating system architecture, characteristics, capabilities, constraints, and commands applicable to the Department's information systems environment;
- Network architectures and theory and principles of network design and integration, including topologies and protocols;
- Principles, practices, and methods of systems/network administration and maintenance, including configuration, performance tuning, and diagnostic tools and network management tools and utilities;
- Principles, methods, and techniques for installation, configuration, and operation of network systems, equipment, and devices;
- Methods and techniques for performing connectivity testing and network analysis and troubleshooting, including the uses of diagnostic tools and equipment;

- Internet/intranet technologies and design concepts and techniques, including router and firewall configuration and applicable programming languages;
- Systems analysis and design principles and development methodologies and tools;
- Database management systems and software, including architectures, diagnostic tools, commands, and utilities, applicable to systems administration responsibilities;
- Principles and practices of sound business communication;
- Principles and practices of effective supervision;

Ability to:

- Plan, organize, and coordinate the work of professional and technical staff engaged in network infrastructure development and administration;
- Configure and maintain the operations of operating and network systems to achieve optimal technical performance and user support;
- Troubleshoot complex systems hardware, software and/or connectivity problems and make modifications and fixes to resolve problems;
- Ensure systems and network security through the use of advanced security software and protocols;
- Understand and apply the analysis of functional requirements to the development of specifications and recommendations for efficient, cost-effective systems and technology solutions;
- Develop and maintain effective client relationships with Department managers and end users;
- Prepare clear, concise, and accurate program documentations, reports of work performed and other written materials;
- Make sound independent decisions within established guidelines;
- Communicate clearly and effectively to diverse audiences of technical and non-technical personnel, orally and in writing;
- Keep technical skills current to meet continuing network management assignments;
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations;
- Establish and maintain effective working relationships with Department managers, employees, vendors, consultants, and other encountered in the course of work.
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Equivalent of graduation from a four-year college or university with a major in computer science, information systems, or a closely related field. Additional qualifying experience may substitute for the required education on a year for year basis.

And

Experience: Two (2) years progressively responsible development and administration systems and network infrastructures in an information system environment similar in size and complexity to that of the City, including serving in a lead or project manager capacity.

NECESSARY SPECIAL REQUIREMENTS

An employee within this classification shall be required to respond to non-normal working hour emergency operational conditions.

Possession of a valid Class "C" California Motor Vehicle Operator's License. For out of state applicants, a valid Driver's License is required and a valid Class "C" California Motor Vehicle Operator's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

There is frequent need to stand, sit, stoop, walk and use hands repetitively to finger, handle, feel, or operate standard office equipment; reach with hands or arms and perform other similar actions during the course of the work day. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office and/or field setting and operate office equipment, transport materials and supplies weighing up to 25 pounds and to travel to various locations. Must be able to see in the normal visual range, with or without correction, with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range, with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Job Description:

BOWC Approved:
Rev.

9/4/2012
6/18/2013

Testing Standards: Open/Dept Promo/CS Oral

CSB Approved:

9/11/2012