

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: NETWORK ANALYST

BASIC FUNCTION:

Under the direction of the Director of Information Technology and Education Support, this individual provides support to office and District personnel in solving complex network security problems, as well as identify priorities, assess security issues and takes appropriate corrective action; monitors and generates reports of network performance and bandwidth utilization; evaluates, recommends, installs, and supports District network and related software and hardware plus is responsible for all facets of the network security, diagnosis, and resolution of hardware and software problems; ability to work independently with little supervision; writes and revises system documentation, documents security and exposures as well as any corrective actions related to work responsibilities.

REPRESENTATIVE DUTIES:

Oversee and direct the installation, configuration, and maintenance of networks and related equipment to carry data, voice, and video communications.

Monitor and report network performance, utilization, and recommendations for changes in network systems, structures, and procedures.

Troubleshoot and resolve network problems to ensure user's access to District networks/systems and recommends/implements solutions.

Troubleshoot and resolve basic server and related IT systems problems to ensure user's access to District networks/systems and recommends/implements solutions.

Provides onsite support to administration and classrooms.

Remotely diagnose and resolve end-user software issues as it relates to the network.

Performs research to identify options for network enhancements and modifications.

Implement and audit network and host based security in accordance with District and county policies.

Participates in the review and definitions of problems with emphasis on network security, firewalls, VPNs, network intrusion detection.

Install and configure network equipment (routers, switches, DSU/CSU).

Operates and controls mission critical systems and computer equipment along with auxiliary and peripheral components in accordance with standards operating procedures.

Keep abreast of new software, hardware and networking products, developments and computer networking and utilization strategies.

Provide users with network technical and diagnostic support; respond to the needs and questions of users concerning their access of resources on the network.

Inspect and ensure that installation of conduits, cabling, and other work related to technology network infrastructure is performed in accordance with District standards and specifications.

Maintain and operate various tools and electronic testing equipment such as drills, wrenches, oscilloscopes, voltmeters and signal generators as it relates to the network.

Pull cable for telephone, intercom, computer, video, cable tv, audio and related systems.

Prepare and maintain a variety of records, files and reports; maintain confidentiality of information related to students and personnel.

Ensure compliance with federal, state and local electronic codes and appropriate safety procedures.

Performs other related duties as related to job description.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Routing protocols (RIP, IGRP, EIGRP, OSPF, BGP).

Networking protocols including but not limited to TCP/IP, AppleTalk, DHCP, DNS, FTP, NTP, SNMP, SMTP, Telnet, TFTP, VLAN, VPN.

Network management and monitoring.

Firewalls in a complex environment in enterprise and complex networking environment.

Multi-layering routing and switching in an enterprise and complex networking environment.

Quality of Services (QoS) measures and methods.

Windows Server environment and its interactions with the network.

Telephone technique and etiquette;

Oral and written communication skills;

Correct English usage, grammar, spelling, punctuation and vocabulary;

Interpersonal skills using tact, patience and courtesy.

Financial and statistical record-keeping techniques.

Organizational skills and public relations techniques.

Methods, equipment and materials used in installation and repair of hardware and software systems, networks and the peripheral components;

Federal and State laws, along with District's policies related to information access and confidentiality.

Modern office practices, procedures and equipment.

Safety measures and precautions;

Methods, equipment and materials used in the maintenance and repair of technology equipment.

Proper methods of storing equipment, materials and supplies;

Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures;

ABILITY TO:

Ability to work with a project timeline and work flow for timely completion.

Analyze complex technical problems, evaluating alternatives, and recommending effective courses of action.

Perform clean wire installations with proper wire management and installation techniques.

Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position.

Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Gather, assemble, organize and prepare data from various sources.

Communicate effectively both orally and in writing.

Analyze situations accurately and adopt an effective course of action.

Work cooperatively and effectively with others or independently under time constraints.

Lift objects weighing up to 50 pounds using safe and proper methods and/or equipment. Move objects weighing over 50 pounds using safe and proper methods and/or equipment.

Operate equipment used in the repair and service of computer equipment.

Read and use mechanical diagrams.

Meet schedules and timelines.

Plan and organize work.

Train and provide work direction to others.

Work confidentially with discretion.

Add, subtract, multiply, divide and perform algebra and geometry calculations quickly and accurately.

Understand and follow oral and written directions.

Complete work with many interruptions.

Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from a two-year college or university or at least three years of experience in infrastructure and network technology;

LICENSE AND OTHER REQUIREMENTS:

Cisco Certified Network Associate (CCNA), or equivalent with District approval, required within first twelve months of employment and must be maintained; Microsoft Certified Technology Specialist (MCTS) or equivalent with District approval, required within first twelve months of employment and must be maintained; possession of a valid California drivers' license required.

WORKING CONDITIONS:

School site, office, and shop environments; subject to lifting, climbing, noise and exposure to fumes and chemicals; frequent travel throughout the district.