

Intercity Transit Network Systems Lead Analyst

BAND C	GRADE 4	SUBGRADE 2
DEPARTMENT: Finance and Administration	DIVISION: Information Services	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Information Systems Manager	LEADS WORK OF: Network Systems Analyst Information Systems Technician	PAY GRADE: C42
SUMMARY: This position has a dual responsibility for evaluating, prioritizing and assigning work requests to staff, and also performing assigned application, database, telecommunication and network administration responsibilities. Other responsibilities include communicating with users and Information Services staff; and preparing and providing training and documentation for end users.		
DISTINGUISHING CHARACTERISTICS: Serves as Lead Worker for the work performed by the Information Systems Analyst(s) and Information Services Technician. Prioritizes tasks within workload and assigns work accordingly.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Administers help desk function through answering phone calls and emails from users regarding work requests. Performs initial triage of user issues and communicates with customer regarding service expectations for any relevant or missing data. Gives verbal or written training to users on existing/new technology. Assigns work tickets to staff based on priority and availability. Reassigns staff to tickets to balance workload needs. Manages the workflow of IS staff for the daily workload.	Daily 25% (C4)
2.	Application Administration: Develops/maintains/troubleshoots new and existing Network based applications. Meets with users to determine needs for new or existing applications, features and reports. Installs, maintains and troubleshoots applications as needed for performance and security. Installs applications and train users as needed. Examples include but are not limited to Cad/AVL system, DAL and paratransit software, Automated Fueling System, Camera Security System.	Daily 20% (C4)
3.	Network Administration: Maintains and configures firewall and switches for optimum efficiency and security; maintains and reconfigures physical network wiring connectivity as needed. Modifies and maintains network connectivity and permission settings as required for user access.	Daily 15% (C4)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
4.	Database Administration: Creates and maintains SQL servers and databases, including work such as performing database backups, installing patches and upgrades and running optimization routines. Provides user support for database driven applications and relevant meta data.	Daily 15% (C4)
5.	Manages hardware/software related to communications used by the Agency. Ensures user problems involving hardware/software are managed in a timely manner.	Daily 20% (C4)
6.	Coordinates the efforts of vendors, contractors and staff to ensure maximum use of equipment and continuation of service with minimum system down time.	Weekly 5% (C4)
7.	Provides information to employees regarding division services; responds to inquiries and complaints regarding services; assures that appropriate information is provided and problems are resolved.	Weekly 5% (B2)
8.	Performs other duties of a similar nature or level.	As required
9.	Must meet regular time and attendance standards.	Always

Knowledge (position requirements at entry):

Knowledge of:

- System performance and reliability principles;
- Network systems;
- Applicable operating systems;
- Applicable software systems;
- Applicable database systems;
- Applicable hardware devices and drivers;
- Telephony principles and practices.

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Skills (position requirements at entry):

Skill in:

- Assessing workload, prioritizing tasks and managing work flow;
- Administering networks;
- Defining problems, collecting data, establishing facts, drawing conclusions, and making appropriate recommendations;
- Installing and maintaining a variety of hardware, software, and peripheral equipment;
- Designing databases;
- Operating computers and related software applications;
- Troubleshooting and resolving hardware, software, network, and peripheral problems;
- Providing customer service;
- Preparing reports;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associate's Degree and four years of progressively responsible network administration experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

Washington Driver's License or the ability to respond in a timely manner to issues arising throughout the Intercity Transit service area on a 24-7 basis.

Must submit to criminal background check the results of which must meet hiring criteria for the role.

Physical Requirements:

Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to moving mechanical parts, workspace restrictions, and travel.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Prepared by Human Resources (10/19/09)

Date Approved by the ITA: 11/04/09

Revised: 8/20/11; CDiRito

Revised: 9/16/2011 Comp Class Review: HR