

Intercity Transit
JOB TITLE: Network Systems Analyst

BAND C	GRADE 4	SUBGRADE 1
DEPARTMENT: Administrative Services	DIVISION: Information Systems	FLSA STATUS: Exempt
SUPERVISION RECEIVED FROM: Information Systems Manager	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: C41
<p>SUMMARY: Responsible for designing, planning, implementing, supporting and troubleshooting network systems infrastructure. Additionally, this position will be responsible for supporting all aspects of the IP video surveillance (camera) system across the enterprise. This position ensures the optimization of system availability, functionality, security and performance. Other responsibilities include locating and resolving technical issues within applications and programs, communicating with users, staff and outside vendors; and preparing and providing training and documentation for end users.</p>		
<p>DISTINGUISHING CHARACTERISTICS: Performs a wide range of professional information systems activities ranging from major system installations, troubleshooting hardware and software to monitoring network performance, ensuring security, and ensuring network optimization. As an Analyst, coordinates services between the Information Systems division and other divisions/departments. <i>The assignment of specific essential functions to Analysts will vary according to areas of individual expertise and Agency needs.</i></p>		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Responsible for installing, configuring, upgrading, troubleshooting, and maintaining agency network infrastructure. This includes Cisco switches, routers and firewalls, and other necessary networking infrastructure.	Daily 65% (C4)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
2.	Coordinates planned security measures to protect information from unauthorized or accidental modification, destruction or disclosure. Participates in the evaluation, development and implementation of security standards and procedures for multiple platforms. Participate in the evaluation, development and implementation of security standards and procedures. Develops specifications for network security and protection technologies. Assist with maintaining anti-virus, anti-spam, and backup systems.	Daily 10% (C4)
3.	Deploy and maintain IP video surveillance (camera) system across the enterprise. This includes mounting of equipment and cabling of equipment.	Daily 30% (C4)
4.	Design and deploy effective networks and VPN solutions that align with industry best practices.	Daily 20% (C4)
5.	Assist with ensuring all technology systems are following industry best practices as it relates to system patching, IOS upgrades, and firmware upgrades.	Daily 10% (C4)
6.	Installs, troubleshoots, repairs and maintains telecommunications equipment and services. Performs routine administrator maintenance functions; provides periodic reports. Initiates and coordinates requests for new voice and data telecom services. Performs special telecom projects for management.	Daily 10% (B2)
7.	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)

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8.	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 15% (C4)
9.	Gives verbal or written instruction to users of varying degrees of technical expertise on the proper use and care of the hardware and software. Provides user-training sessions on new and existing software and technology.	Weekly 5% (B2)
10.	Performs other duties of a similar nature or level.	As required
11.	Provide outstanding customer service and technology-related problem resolution to our stakeholders, clients, and vendors.	As required
12.	Must meet regular time and attendance standards.	Always

Knowledge (position requirements at entry):

Knowledge of:

- Most / all the following: TCP/IP, VLAN, HSRP, LACP, SNMP, DHCP.
- Network performance and reliability principles;
- Cisco IOS and advanced level knowledge on firewall configuration and deployments.
- Routing protocols
- Advanced networking principles and concept.
- Telephony principles and practices.

Skills (position requirements at entry):

Skill in:

- Operation and troubleshooting networks;
- Microsoft certification;
- Defining problems, collecting data, establishing facts, drawing conclusions, and making appropriate recommendations;
- Installing and maintaining a variety of hardware, software, and peripheral equipment;
- Administering database servers;
- Operating computers and related software applications;
- Troubleshooting and resolving hardware, software, network, and peripheral problems;
- Providing customer service;
- Written and oral communications;
- 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.

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Training and Experience (position requirements at entry):

Associate's Degree and four years of progressively responsible network administration experience;

- Experience with operation and troubleshooting of medium/large scale networks and IT infrastructure environments is preferred.

An equivalent combination of education and experience may be considered

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.

One or more of the following is preferred:

- CISCO CCNA Certification;
- Microsoft Certification;
- VMware Certification;
- Other industry recognized certifications.

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.

This position requires frequent use of a lift to access equipment that is mounted to roofs and other high surfaces in excess of 15 feet (Fall Protection training is required and provided by the agency).

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:

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito

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

Revised: 6/2014 for Open Recruitment. Essential Functions 1,2,8,10 minor changes. No change to DB. CDiRito

Revised: 8/2017 minor edits and typos CDiRito

Revised: 9/2019 for open recruitment. Revised summary, essential duties, knowledge, skills, training and experience, licensing requirements, and physical requirements. HR, SBradley