

Intercity Transit
JOB TITLE: Network Systems Analyst

BAND	GRADE	SUBGRADE
C	4	1
DEPARTMENT: Administrative Services	DIVISION: Information Systems	FLSA STATUS: Non-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 systems infrastructure. This position ensures the optimization of system availability, functionality, security and performance. Other responsibilities include locating and resolving perceived problems in 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.	Installs, builds and maintains servers in a production datacenter environment. Designs and maintains a Microsoft Active Directory implementation. Provides support of messaging systems based on Microsoft Exchange server. Supports Microsoft SQL Server systems. Promotes system reliability and efficiency; facilitates the planning of system and feature upgrades. Documents system operations procedures and enforces system and network security guidelines and procedures. Identifies and troubleshoots hardware, backup, storage and operating system related issues.	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. Maintain anti-virus, anti-spam, and backup systems.	Daily 10% (C4)
3.	Supports enterprise virtualization technologies and related storage infrastructure. Designs and implements servers dedicated to virtual infrastructure. Monitors and reports on Virtual Network health; designs disaster recovery and security solutions. Plans related upgrades, migrations and deployments.	Daily 10% (C4)
4.	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)
5.	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)
6.	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)
7.	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)
8.	Supports Cisco Switching Network Equipment including firewalls, switches, and routers.	As required
9.	Performs other duties of a similar nature or level.	As required
10.	Provide outstanding customer service and technology-related problem resolution to our stakeholders, clients, and vendors.	Always
11.	Must meet regular time and attendance standards.	Always

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Knowledge (position requirements at entry):

Knowledge of:

- System performance and reliability principles;
Network systems, Microsoft Active Directory, Windows based technologies; Cisco, Microsoft SQL Server;
- Applicable operating systems;
- Applicable hardware devices and drivers;
- Telephony principles and practices.

Skills (position requirements at entry):

Skill in:

- Administering 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.

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.

One or more of the following is preferred:

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

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

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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:

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