NETWORKING ANALYST (12211)(30005025)

GENERAL DESCRIPTION OF WORK

Positions in this banded class perform technical and analytical work in providing network system planning, configuration, installation, maintenance, high-level troubleshooting and/or security. Analysts consult with clients to determine future network systems requirements and their costs. Work may involve designing additions to the network and/or determining solutions to complex network problems and issues of network integrity and security. Positions may design and review internal and external infrastructure requirements to support the provision of voice, video, data and/or other technologies. Work may involve analysis of network performance and making recommendations for improvements. Positions may serve in a focused role ensuring the agency/university information systems assets are protected from unauthorized access or destruction.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Performs full life-cycle project work for networking issues including planning, configuration, installation, maintenance and troubleshooting for projects of moderate complexity. Examples of projects would be unified communication services such as Voice-Over Internet Protocol (VoIP), audio conferencing, virtual fax, voicemail and call center solutions.	Ability to evaluate and maintain technology of moderate complexity. Ability to interpret more complex data security requirements.
Technical Solution Development	Analyzes metrics and results of system tests and log information to propose improvement to performance and security.	Knowledge of available technologies and their operation to assess and recommend solutions for work of moderate complexity in voice, video or data.
Technical Support	Provides higher-tier technical support on a range of products and/or services. Collects data and analyzes issues to resolve customer issues. May be a member of or lead a team of technicians providing routine support. Analyzes network and endpoint performance.	Ability to effectively use available tools in problem solving and systems analysis.
Planning and Organizing	Plans own work to complete tasks assigns. Coordinates vendor operations on larger projects by performing such tasks as QA and ensuring accurate billing/reporting.	Ability to work independently and perform jobs with general supervision. Ability to organize and follow detailed technical procedures.
Project Management	Works as part of a team to develop project plans. Serves as team member and assists in large scale project such as large system installation.	Ability to serve as a productive team member on a project team and/or manage a project task.
Consultation Skills	Provides user training for new products or services. Consults with clients on future needs.	Ability to convey technical information to clients and promote understanding of relevant issues.

JOURNEY

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Serves as a technical expert in a specialty area such as fiber optics, Geographical Information Systems, microwave transport systems or cable TV. Manage Wide Area Networks for specialty purposes such as imaging research, computer graphics, etc.	Ability to evaluate, design and maintain moderately complex to complex technologies. Ability to interpret more complex data security requirements.

Technical Solution Development	Performs more complex connection work such as projects involving multiple locations cabling plant. May coordinate activities with outside contractors. Plans cable routing working within an overall strategic plan.	Knowledge of solutions that impact the statewide/agency/ university infrastructure
Technical Support	Performs proactive preventive maintenance using a variety of devices to provide reports. Determines patterns of failure and provide remedies. Isolates issues and coordinate solutions for problems with state owned equipment or equipment supplied by outside contractors or providers.	Ability to identify trends in reoccurring operational problems and take action to prevent future occurrences
Planning and Organizing	Serves as a technical resource for network planning for enhancements, growth and/or new services.	Ability to establish work standards, standard processes and references and provide input to management
Project Management	Manages projects or components of projects of greater complexity with multiple phases or components. Authors' documentation to be used for future troubleshooting, design and inventory management. Develops spec lists and purchase orders for installations and manages expenses for assigned projects. May serve as a lead on these projects.	Ability to manage one module of a larger project or whole projects of lesser to moderate complexity. Ability to develop project plan, manage milestones and drive project forward for projects of moderate complexity
Consultation Skills	Researches and recommends technologies for special-purpose use.	Ability to consult on issues and requests from clients that require the implementation or creation of a custom solution.

ADVANCED

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Provides advanced troubleshooting for critical issues. Serves as technical resource for lower level technicians and analyst.	Significant knowledge in a technical specialty area to serve as technical resource to technicians and other analysts. Ability to interpret more complex data security requirements.
Technical Solution Development	Determines components and electronics for networks with broad use and impact. Participates on strategic teams which evaluate current infrastructure, coordinate changes and plan for future needs. Researches, analyzes and implements technologies that provide for optimal network performance.	Significant knowledge in a specialty or related area to be able to investigate research and integrate new technologies to improve performance. Ability to develop solutions that impact the statewide/agency/ university infrastructure.
Planning and Organizing	Manages or leads technicians who have responsibility for a specific area of networking need or support.	Ability to organize work assignments of other employees and adapt their workload to unanticipated events.
Project Management	Performs full project management of more complex projects. Performs definitive data collection and documentation of hardware installations and configurations for critical network systems.	Ability to manage projects that require directing the work of others and apply critical thinking skills to delegated actions or decisions.
Consultation Skills	Manages a mix of customer projects which include consultation on network	Applied knowledge of the market, industry, competitors and

	requirements and design.	other factors that have an impact on the customer's business.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering, Electronics, or related technical degree from an appropriately accredited institution; or a
- Bachelor's degree from an appropriately accredited institution and one year of networking related experience such as network design, analysis or network management; or
- Associate's degree in Electronics or Networking Technology and one year of networking related experience: or an equivalent combination of education and experience.
- Journey level requires an additional one year of experience.
- Advanced level requires an additional two years of experience.

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.