

SYSTEMS AND NETWORK ANALYST

(Range 125)

DEFINITION

Performs installation, monitoring, maintenance, operations, optimization, and modification of network, minicomputer, and microcomputer systems hardware, and software systems, applications, and utilities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Assistant IT Director and direct supervision from the Systems And Network Supervisor.

ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:

Essential Functions:

1. Stays abreast of current trends and developments in the fields of network systems, minicomputer and microcomputer hardware and software systems, applications and utilities.
2. Evaluates network, minicomputer and microcomputer hardware and software systems upgrades, and oversees their installation, configuration, implementation and integrations with other systems.
3. Specifies, designs, writes, tests, documents and implements utility and other programs as required to support systems operations in assembler and higher language programming languages.
4. Designs, installs, maintains, supports, and troubleshoots Local Area Networks (LAN) and Wide Area Networks (WAN).
5. Configures and modifies operating system parameters, scripts, utility programs, database management systems, application development systems, telecommunications systems and third-party systems.
6. Configures, modifies, installs, supports, and maintains third-party applications running on supported network, minicomputer and microcomputer hardware and software systems.
7. Maintains contact with vendor help desks and outside agencies for the purpose of developing system enhancements and solving system problems.
8. Assists in the implementation of strategies for continued and improved network, minicomputer and microcomputer system efficiency; develops performance metrics and insures efficient operation of the systems to achieve management goals and objectives.
9. Assists in the preparation of the Library District's Technology Plan and other strategic plans and reports as required.
10. Interacts extensively in person, and over the telephone with patrons, district-wide staff and management, outside governmental agencies, vendors, and other libraries.

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11. Responds to inquiries and concerns from staff and patrons in a courteous and timely manner.
12. Coordinates activities with Information Technology Department staff to include scheduling and training.
13. Assists in the implementation of the Information Technology Department goals and objectives in conjunction with the Library District's Strategic and Technology Plans.
14. Coordinates in service training as it pertains to network and minicomputer, and microcomputer hardware and software systems.
15. Interprets and implements Library District policies and procedures.
16. Attends staff and other miscellaneous meetings.
17. Operates and utilizes office equipment including but not limited to: personal computer, the Internet, e-mail, copy machine, telephone, and facsimile machine.
18. Operates Library District vehicles.

Marginal Functions:

1. Serves as a technical resource to Library District patrons and staff.
2. Attends and participates in professional group meetings.
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Network, minicomputer and microcomputer hardware and software systems, peripheral equipment, and associated subsystems.
2. LANs, WANs, routers, switches, firewalls, hubs, file servers, NAS, multimedia work stations, remote access systems, data cabling topologies, and electrical systems.
3. Current trends and developments in the fields of network, minicomputer and microcomputer hardware and software systems and services.
4. Modern and complex principles and practices of computer programming, systems analysis and database design.
5. Network security principles and practices.
6. Network protocols.
7. Planning principles and cost benefit analysis for proposed network growth strategies.
8. Pertinent Federal, State, and local laws, codes, and regulations.

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9. Research techniques and the sources and availability of current information.
10. Effective supervisory techniques and practices.
11. Library District, branch, and department policies and procedures.
12. Library District terminology and functions.
13. Basic accounting principles and procedures.
14. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Evaluate and provide recommendation for hardware and software acquisitions and upgrades for the Library District.
2. Recognize equipment malfunctions and software errors.
3. Maintain, repair, and troubleshoot network minicomputer and microcomputer hardware and software systems, peripherals, and subsystems.
4. Operate diagnostic equipment.
5. Analyze and interpret complex and technical materials.
6. Work under pressure and meet deadlines.
7. Perform multiple tasks concurrently.
8. Work quickly and accurately.
9. Exercise initiative and discretion.
10. Organize and review work for efficient results.
11. Accept and manage change and maintain flexibility.
12. Interpret, explain, and apply the Library District and Division policies and procedures.
13. Work both independently and as part of a team.
14. Understand and follow oral and written instructions.
15. Prepare clear and concise reports.
16. Effectively perform the full range of microcomputer and computer operation duties.
17. Establish and maintain effective working relationships with those contacted in the course of work.
18. Communicate clearly and concisely, both orally and in writing.

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19. Maintain the mental capacity for making sound decisions and demonstrating intellectual capabilities.
20. Be on a stand-by status after normal working hours and carry a remote notification device (pager, cellular phone, etc.) and respond with little or no advance notice.
21. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
22. Maintain effective auditory and visual and perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

Skilled in:

1. Use of library and general office equipment.
2. Use of network, minicomputer and microcomputer hardware and software systems and associated peripheral equipment.

QUALIFICATIONS

Training and Experience:

Bachelor's degree in computer science, information technology, electrical engineering or a closely related field required; and three (3) years of progressively responsible experience maintaining and supporting network, minicomputer and microcomputer hardware and software systems in complex, medium-to-large environments with multiple sites required; minimum of one (1) year experience installing LANs and WANs required; experience using enterprise management products to assess network health and to correct network related problems required; experience supporting and implementing services such as DHCP, SMTP, POP3, DNS, SNMP, TCP/IP, Internet, Intranet, web servers, Windows XP and Windows 2003, firewalls, routers, switches, and related systems; experience supporting telephone systems, experience specifying, designing, writing, testing, documenting and maintaining programs, utilities, and scripts written in languages such as assembler, C++, PHP, Visual Basic, and PERL.

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Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent light lifting (5 - 10 pounds) and moderate lifting (12 - 20 pounds); occasional heavy lifting or moving (50 - 100 pounds); frequent bending, stooping, reaching, and pushing; the continuous operation of hand or power tools to very exacting tolerances, calling for full coordination of sensory and manipulative ability; and standing or utilizing a keyboard for extended periods of time.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

License, Certificate, or Special Requirements:

Possess a valid Driver's License at the time of hire and have the ability to obtain a Nevada Driver's License.

FLSA:	EXEMPT
CBA:	NON-SUPERVISOR
DEVELOPED:	OCTOBER 5, 1998
REVISED:	MARCH 19, 1999 MAY 17, 1999 AUGUST 30, 1999 SEPTEMBER 23, 1999 MAY 17, 2000 AUGUST 21, 2002 APRIL 24, 2006 MARCH 6, 2007