

CITY OF BURBANK

NETWORK SUPPORT ANALYST IV

DEFINITION

Under general direction, provides comprehensive and complex technical consultation in specialty areas of networking, including solving complex network problems; and performs related work as required.

ESSENTIAL FUNCTIONS

Responsible to review and approve procedures for network management including resource allocation; reviews network utilization for capacity planning purposes; reviews and selects major network applications; researches and coordinates with customers, recommends network and workstation standards; coordinates changes to network infrastructure to improve performance, reliability, or availability; performs minor and major network design and implementation; leads and supervises a network support team; acts as a network project manager; establishes designs for workstation imaging compatibility; designs and tests network disaster recovery plans; designs and supervises the implementation of automated software rollouts; performs capacity planning; researches and evaluates new network technology; designs and implements complex network and server configurations; ensures network security; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards

- Knowledge of - computer networking principles and concepts including network design and analysis and the common elements of networking such as protocols, addressing, file servers, host machine, network client/node, cable plant, and topologies.
- Ability to - support network functions such as e-mail, file and print services, routers, firewalls, fax and modem services, host access, client/server software and Internet; perform assigned tasks quickly and accurately; follow oral and written directions; use telephone; write or use keyboard to communicate through written directions; write technical documentation; establish and maintain effective working relationships with supervisors, fellow employees, and the public.
- Skill in - installing, configuring, troubleshooting, repairing, maintaining, upgrading, monitoring, testing, and evaluating network performance.

Education/Training: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to four years experience in installing, configuring, troubleshooting, repairing, maintaining, upgrading, monitoring and evaluating network performance or one year experience as a Network Support Analyst III and college work in networking from an accredited college or university.

Special Conditions & Requirements: The physical ability to lift computer equipment up to 40 pounds, physically perform sedentary to medium work involving moving from one area to another, sufficient hand/eye coordination to perform repetitive movements such as typing and extensive exposure to video display terminals/computers. To intermittently twist to reach equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; see and hear with sufficient acuity to successfully perform all aspects of the job; differentiate various colors of wires and diagrams; bend, kneel, squat and twist to adjust equipment; stand, walk, bend, stoop, twist, kneel and lift.

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment; a current industry recognized networking certification (to be determined at the time of recruitment) may be required at the time of appointment.

SUPPLEMENTAL INFORMATION

None.