

CITY OF BURBANK

NETWORK SUPPORT ANALYST I

DEFINITION

Under immediate supervision, provides daily operational support and assists with the administration of networks; and performs related work as required.

ESSENTIAL FUNCTIONS

Installs, configures, troubleshoots, maintains, upgrades, and monitors performance of network components; establishes connectivity to new nodes; creates network user and/or object accounts; performs network backups and restores operations; monitors network security; configures network devices; monitors network performance and reports problems; performs network support functions, including applying patches, installing operating system revisions, and maintaining and upgrading hardware; resolves network related problems; develops and maintains network documentation; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards

- Knowledge of - computer networking principles and concepts including network terminology and 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; follows oral and written directions; use telephone; write or use a keyboard to communicate through written means; establish and maintain effective working relationships with supervisors, fellow employees, and the public.
- Skill in - installing, configuring, troubleshooting, repairing, maintaining, and upgrading networks.

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 one year of experience in installing, configuring, troubleshooting, repairing, maintaining, and upgrading networks or monitoring and evaluating network performance 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.