

### Classification Specification

## INFORMATION TECHNOLOGY NETWORK ANALYST

Date Prepared: November 2016

FLSA Status: Exempt

Date Revised:

### SERIES CONCEPT

The Information Technology (IT) Network Analyst is a highly-skilled, mid-level classification of the IT series, which includes: IT Manager, IT Network Analyst, IT Specialist, and IT Technician.

### GENERAL DESCRIPTION

The Information Technology (IT) Network Analyst has a proven understanding of, and work experience with, diverse IT systems and services. This position works collaboratively with other IT team members supporting the activities and operations of the Agency's IT systems, equipment and services. Responsibilities include working closely with the IT Manager, Agency staff, customers, consultants, and vendors to support effective IT solutions to address Agency business needs; performing specialized analysis, design, installation, operation, maintenance, security and troubleshooting of Agency IT systems, applications, services and telephones.

This classification works independently with minimal supervision.

Duties may include mentoring and monitoring the work of the IT Specialist and IT Technician classifications.

### ESSENTIAL JOB FUNCTIONS

- Performs network and system administration including the monitoring, tuning, updating, and reconfiguring of IT systems and services to ensure performance and reliability. Identifies and troubleshoots hardware/software/service problems; works with vendors to ensure prompt solutions. Implements and maintains backup and disaster recovery systems and strategies.
- Provides user support, consultation, training, and documentation, as needed, to facilitate staff IT usage and acts as a technical resource.
- Configures, maintains, updates and troubleshoots Agency's phone system, and mobile devices.
- Assists IT Manager with coordinating the implementation of upgrades to Agency IT hardware, software, applications, services and cloud computing.
- Works with IT Manager and Agency staff on initiatives such as new technology needs and assists IT Manager with finding appropriate solutions.
- Recommends, implements, operates and maintains security systems and services that provide detection, prevention, containment, and deterrence mechanisms to protect and maintain the integrity of the Agency's IT infrastructure and data. Cybersecurity systems and services include next generation firewalls, network and host intrusion prevention, vulnerability management, security information and event management (SIEM), packet capture, anti-virus, anti-malware, anti-spam, and patch management. Analyzes security events, conducts incident response, forensics and remediation. Removes unneeded applications and conducts hardening of systems to reduce attack surface. Teaches and coordinates security awareness training for staff.

- Supports the Agency's internet services and the Agency remote access system.
- Provides user high-level support, training, documentation and acts as a technical resource.
- Provides direction to IT Specialist and Technician, contract employees, and consultants.
- Ensures TRPC data is kept secure and confidential.

#### **OTHER JOB FUNCTIONS**

Performs other related duties as assigned.

#### **DISTINGUISHING FEATURES**

The Information Technology Network Analyst classification is distinguished by the high level of responsibility for the operation, management, and maintenance of the Agency's network, IT services and associated technology. This classification works collaboratively with the Agency IT team. This classification requires a comprehensive knowledge of IT system management.

#### **WORKING CONDITIONS**

Work is performed indoors in an office environment. The ability to lift computer components, move furniture, work in tight spaces or on ladders is occasionally required. Must maintain a level of physical and mental fitness necessary to perform the essential functions of the position.

#### **EDUCATION & EXPERIENCE**

##### **EDUCATION – MINIMUM:**

Bachelor's degree in computer science or related field or equivalent combination of education and experience.

##### **EXPERIENCE – MINIMUM:**

Three years of increasingly responsible experience in Information Technology. Experience managing IT operations, and overseeing computer upgrades and installations.

##### **PREFERRED:**

Project management experience.

##### **OR SUBSTITUTING**

Any demonstrated combination of experience and education that provides the applicant with the required knowledge and abilities.

#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- Servers, Desktops, Laptops, Mobile Devices, and Related Applications
- Wired and Wireless Networking
- Cybersecurity
- Data Backup and Disaster Recovery
- Hardware and Software Virtualization
- Storage Area Networks
- Internet Technologies
- Cloud Computing
- Mobile Computing
- Email Administration
- Remote Access
- VOIP Telephone Systems

- Software Licensing and Management
- Networked Printers and Copiers Administration
- Power Management
- Webserver and Website Management
- Web Programming
- Data Analysis and Database Administration
- Project Management

Ability to:

- Stay up to date with rapidly evolving information technology.
- Analyze business needs, design and recommend effective solutions.
- Use innovative and creative approaches to problem solving.
- Troubleshoot difficult problems efficiently to get business critical systems back online quickly.
- Work and assist staff and customers of every skill in a supportive, courteous manner and provide excellent customer service.
- Understand, utilize, and provide complex information technology systems and services.
- Manage and work on multiple, simultaneous, complex projects with competing priorities.
- Monitor project budgets.
- Evaluate and recommend IT systems and services.
- Communicate in a clear understandable manner with both non-technical and technical persons and write clear and concise reports including system documentation.
- Collaborate with other staff to ensure delivery of quality services and facilitate work in a group setting.
- Establish and maintain effective working relationships.

### **SPECIAL REQUIREMENTS**

Must be willing to work evenings, weekends and holidays, as required.

### **LICENSES/CERTIFICATES**

A current Washington State Driver's License may be required.