GUILFORD COUNTY SCHOOLS JOB DESCRIPTION
JOB TITLE: NETWORK ANALYST
TECHNOLOGY SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Under occasional supervision, performs specialized technical work in the area of design, installation, implementation and maintenance of local and wide area networks (LANs/WANs) for the Technology Services Department. Employee is responsible for installing requested networking equipment in school and office locations, troubleshooting equipment problems, connecting devices to a local area network and performing all aspects of network administration. Employee is involved with reviewing, and participating in technology projects, including performance evaluation and selection of hardware and software components. Work involves providing technical support and expertise concerning various types of computer software. Work also involves providing training for employees in the use of technology. Employee must exercise tact and courtesy with co-workers, school administrators, and supervisors. Reports to the Supervisor of Networking and Technical Support.

SPECIFIC DUTIES AND RESPONSIBILITIES

May serve as lead-worker with respect to other technology services employees on various technical and networking projects.

Operates a work-order tracking system (Help Desk) to receive and clear daily work requests.

Plans for, installs, and maintains local area networks including network servers, electronic components, networking software, workstations, printers and other peripheral devices.

Receives installation needs and requests for computer hardware, software and networking at school and central office sites, determines scope of project and appropriateness, reviews users needs, responds to request and schedules implementation if approved.

Assembles computer-related equipment according to schematic diagrams and written instructions.

Troubleshoots hardware, software and networking problems, determines cause of error or stoppage, applies corrective techniques in cases where problems can be corrected, may arrange for repair of faulty equipment or upgrade out-of-date systems.

Monitors performance of local and wide area networks, tracks significant problems, evaluates usage and modifies hardware/software for optimal performance.

NETWORK ANALYST

Performs daily network administration tasks such as creating user ids, maintaining groups, enabling printer sharing, managing security and backups.

Reviews technology projects, determines hardware, software and cabling requirements, determines scope of work, assists with purchasing required components.

Works with staff and contractors to install necessary infrastructure to support access to networks.

Monitors new projects to ensure proper function of computer system and that timelines for installation are met.

Establishes and enforces standards, policies and procedures for local area networks.

Develops and manages system security and recovery procedures for local area networks.

Maintains documentation regarding network configuration, operating procedures, and addressing.

Participates in long and short range technology planning.

Reviews and tests computer hardware and software and makes recommendations concerning acquisitions ensuring hardware compatible.

Makes recommendations to supervisor regarding upgrades and replacement of technology related equipment
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Reviews and evaluates software applications.

Trains technical staff at the system and building level.

Answers telephone, provides immediate technical assistance if possible, refers calls to appropriate persons or creates a work order request for additional on-site support.

Provides on-site assistance to users with utilization of available hardware and software.

May offer training for school-based and central office personnel in the use of technology.

Copies software, outlines installation instructions, and distributes to appropriate personnel.

Maintains software license agreements and inventory of equipment and components as required.

Lifts, carries and moves computer equipment as required.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

 Associate's degree in computer related field supplemented by specialized coursework in the area of technology, and 1 to 2 years of experience developing technical expertise; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Coursework or certification with Novell or Microsoft preferred.

SPECIAL REQUIREMENT

Possession of a valid driver's license issued by the State of North Carolina and a personal vehicle for use during work hours.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements:

Must be physically able to operate a variety of equipment and tools including computers, scanners, adding machines, computer software, computer hardware, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments or directions to assistants or subordinates.

Language Ability: Requires the ability to read a variety of correspondence, technical manuals, newsletters, trade journals, etc. Requires the ability to prepare reports, forms, training materials, system documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.). Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

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Considerable knowledge of computer hardware and common software applications.

Considerable knowledge of DOS and common computer operating systems.

Considerable knowledge of networking hardware and software applications, capabilities and limitations, service requirements, and associated costs.

Considerable knowledge of cabling infrastructure and electronic components required for networking.

General knowledge of software copying rights of the school system.

Considerable knowledge of the school system's Long-Range Technology Plan, development methodology and development standards.

NETWORK ANALYST

General knowledge of the techniques used in systems analysis and design.

General knowledge of the current literature, trends and developments in the field of technology and networking.

Ability to install and setup software packages that meet the needs of users.

Ability to systematically determine the source of computer problems and take appropriate action.

Ability to perform initial installations or upgrades of computer hardware.

Ability to configure network servers, networking software and required electronic components.

Ability to perform all aspects of network administration such as creating users, maintaining groups, administering security and performing backups.

Ability to troubleshoot problems with network hardware and software.

Ability to evaluate requests for changes and/or updates to the network.

Ability to evaluate software applications and to make recommendations for improvement.

Ability to train users on the use of equipment and various programs.

Ability to maintain complete and accurate records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.