

## NETWORKING ANALYST (12211)

### GENERAL DESCRIPTION OF WORK

Positions in this banded class perform technical and analytical work in providing network system planning, configuration, installation, maintenance, high-level troubleshooting and/or security. Analysts consult with clients to determine future network systems requirements and their costs. Work may involve designing additions to the network and/or determining solutions to complex network problems and issues of network integrity and security. Positions may design and review internal and external infrastructure requirements to support the provision of voice, video, data and/or other technologies. Work may involve analysis of network performance and making recommendations for improvements. Positions may serve in a focused role ensuring the agency/university information systems assets are protected from unauthorized access or destruction.

### CONTRIBUTING

Functional Competency	Examples of Work	Competencies
<b>Technical Knowledge</b>	Perform limited scope project work for networking issues including, configuration, installation, maintenance and troubleshooting for projects of moderate complexity. Such projects would be worked on given guidance and supervision.	Ability to evaluate and maintain technology of moderate complexity. Ability to interpret more complex data security requirements.
<b>Technical Solution Development</b>	Analyze metrics and results of system tests and log information to propose improvements to performance and security.	Knowledge of available technologies and their operation to assess and recommend solutions for work of moderate complexity in voice, video or data.
<b>Technical Support</b>	Provide higher-tier technical support on a range of products and/or services. Collect data and analyzes issues to resolve customer issues. May be a member of or lead a team of technicians providing routine support. Analyze network and endpoint performance	Ability to effectively use available tools in problem solving and systems analysis.
<b>Planning and Organizing</b>		Ability to work independently and perform jobs with general supervision. Ability to organize and follow detailed technical procedures.
<b>Project Management</b>	Work as part of a team to develop project plans. Assist in large-scale transition projects such as network conversions.	Ability to serve as a productive team member on a project team and/or manage a project task.
<b>Consultation Skills</b>	Provide user training for new products or services. Consult with clients on future needs.	Ability to convey technical information to clients and promote understanding of relevant issues.

### JOURNEY

Functional Competency	Examples of Work	Competencies
<b>Technical Knowledge</b>	Serve as a technical expert in a specialty area such as fiber optics, Geographical Information Systems, microwave transport systems or cable TV. Manage Wide Area Networks for specialty purposes such as imaging research, computer graphics, etc.	Ability to evaluate, design and maintain moderately complex to complex technologies. Ability to interpret more complex data security requirements.
<b>Technical Solution Development</b>	Perform more complex connection work such as projects involving multiple locations or cabling plant. May coordinate activities with outside contractors. Plan cable routing working within an overall strategic plan.	Knowledge of solutions that impact the statewide/agency/university infrastructure

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<b>Technical Support</b>	Perform proactive preventive maintenance using a variety of devices to provide reports. Determine patterns of failure and provide remedies. Isolate issues and coordinate solutions for problems with state owned equipment or equipment supplied by outside contractors or providers.	Ability to identify trends in reoccurring operational problems and take action to prevent future occurrences
<b>Planning and Organizing</b>	Serve as a technical resource for network planning for enhancements, growth and/or new services.	Ability to establish work standards, standard processes and references and provide input to management
<b>Project Management</b>	Manage projects or components of projects of greater complexity with multiple phases or components. (moved to spec) Author documentation to be used for future troubleshooting, design and inventory management. May serve as a lead on these projects.	Ability to manage one module of a larger project or whole projects of lesser to moderate complexity. Ability to develop project plan, manage milestones and drive project forward for projects of moderate complexity
<b>Consultation Skills</b>	Research and recommend technologies for special-purpose use.	Ability to consult on issues and requests from clients that require the implementation or creation of a custom solution.

### ADVANCED

Functional Competency	Examples of Work	Competencies
<b>Technical Knowledge</b>	Provide advanced troubleshooting for critical issues.	Significant knowledge in a technical specialty area to serve as technical resource to technicians and other analysts. Ability to interpret more complex data security requirements.
<b>Technical Solution Development</b>	Determines components and electronics for networks with broad use and impact. Participates on strategic teams which evaluate current infrastructure, coordinate changes and plan for future needs. Research, analyze and implement technologies that provide for optimal network performance	Significant knowledge in a specialty or related area to be able to investigate, research and integrate new technologies to improve performance. Ability to develop solutions that impact the statewide/agency/university infrastructure.
<b>Planning and Organizing</b>	Manage or lead technicians who have responsibility for a specific area of networking need or support.	Ability to organize work assignments of other employees and adapt their workload to unanticipated events.
<b>Project Management</b>	Perform full project management of medium, complex projects. Perform definitive data collection and documentation of hardware installations and configurations for critical network systems.	Ability to manage projects that require directing the work of others and apply critical thinking skills to delegated actions or decisions.
<b>Consultation Skills</b>	Manage a mix of customer projects which include consultation on network requirements and design.	Applied knowledge of the market, industry, competitors and other factors that have an impact on the customer's business.

### MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

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Bachelor's degree in Computer Science, Computer Engineering, Engineering, Electronics, or related technical degree from an appropriately accredited institution; or Bachelor's degree from an appropriately accredited institution and one year of networking related experience such as network design, analysis or network management; or an Associate's degree in Electronics or Networking Technology and one year of networking related experience: or an equivalent combination of education and experience.

### **SPECIAL NOTE**

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.