

North Monterey County Unified School District

JOB DESCRIPTION

Position Title: **NETWORK AND SYSTEMS ANALYST**
Salary: Classified Salary Schedule – Step 36
Reports to: Director of Technology, Information, and Assessment
Work Calendar: 12 months

GENERAL RESPONSIBILITIES

The Network and Systems Analyst, under the direction of the Director of Technology, Information, and Assessment will implement, manage, and support the district network (WLAN, LAN, internet), server infrastructure, and provide computing hardware and software support to administrative and instructional staff, and students.

- Ability to analyze complex problems and formulate logical solutions.
- Capacity to multitask and work independently in a fast paced environment.
- Able to provide on-call support for district network and services.
- Strong interpersonal and communication skills.
- Ability to train and communicate complex technical concepts to non-technical stakeholders.
- Maintain a professional attitude and appearance.

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

ESSENTIAL TASKS

1. Install, monitor, troubleshoot, and support network infrastructure components, including routers, switches and wireless controllers and access points in a switched Ethernet environment.
2. Aid in the design, implementation, and security of the network infrastructure.
3. Configure and maintain network firewall and content filters.
4. Configure and maintain Voice over IP (VOIP) phone systems.
5. Install, maintain and secure Windows, Apple and Linux based servers.
6. Support and maintain directory service objects including user and computer accounts, and group policies.
7. Manage Google Apps for Education domain objects including user accounts and devices.
8. Perform network and system maintenance and upgrades.
9. Develop Apple and Windows OS based system images and applications for distributed deployment to staff and student computing devices.
10. Install, test and evaluate 3rd party hardware and software.
11. Collaborate with district staff and outside agencies to plan, exchange information, coordinate activities and resolve issues or concerns.
12. Provide an advanced level of technical support of network hardware, desktops, laptops, mobile devices, and software applications.
13. Provide phone and in-person customer support.
14. Other duties as assigned within the reasonable scope of the position.

MINIMUM QUALIFICATIONS

- At least 18 years of age;
- Possess a valid California driver's license

EDUCATION/TRAINING

- Any combination equivalent to: graduation from high school, supplemented by college level coursework in computer science or a related field or five (5) years of increasing experience in the installation, maintenance, repair, and management of computer hardware, network systems and software, or combination thereof.
- CCNA and CCNP or AIS and ASE, or a combination thereof, and MCSE certifications, or equivalent experience preferred.

EXPERIENCE

- Previous experience as a "Network" Technician and/or related training/experience in a similar position;
- Successful experience working with a variety of people in relation to computer systems.

KNOWLEDGE, SKILLS AND ABILITIES

- In depth knowledge of maintaining, troubleshooting and optimizing WAN/LAN/WLAN networking infrastructure.
- Knowledge of web content filtering technologies and configuration best practices.
- Understanding of network security strategies and best practice.
- Knowledge of Windows and Apple server administration (incl. services as Group Policies, DNS and DHCP).
- Data backup technologies and best practices.
- Ability to understand, develop and execute scripts to automate administrative functions (i.e., VBScript, Powershell, Linux scripting).
- Knowledge of OS and application packaging concepts and tools.
- Advanced knowledge in supporting Windows, Mac OS, iOS and Chrome based devices.
- Knowledge of Google Apps for Education (GAFE) environment.
- Familiarity with school regulations, such as FERPA and CIPA.
- Possess the mental stamina required to perform well in a stressful environment.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stoop, reach, stand, walk, lift, pull, push, grasp, talk, hear, see and use repetitive motions. While performing the duties of this job, the employee may frequently lift and/or move up to 50 pounds of materials, etc. Specific vision abilities required by this job include close vision such as to read handwritten or typed material, and the ability to adjust focus. While performing tasks, the employee must be comfortable and able to work in tight and dark spaces, at heights and around electrical equipment. The position requires the individual to meet multiple demands from several people and interact with the public and other staff.

SPECIAL REQUIREMENTS

Possession of a valid driver's license (Must submit authorization for License Pull Notice);

WORK ENVIRONMENT

While performing the duties of this job, the employee regularly works indoors and may occasionally work outdoors. Driving is required. The employee must be able to meet deadlines and cope with constant interruptions. The noise level is usually moderate but can be high at infrequent times based upon the related task.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed. Individuals holding this position may perform additional duties and additional duties may be assigned.

Board Approved: March 24, 2018