



## **NETWORK AND OPERATIONS ANALYST**

**DEFINITION:** To implement, configure, manage, maintain and troubleshoot technical infrastructure including wiring, racks, computers, switches, routers, firewalls and other technical components; to plan, design, configure, manage, maintain and troubleshoot network security; to analyze designated user/business needs and processes within the County organization, assess potential or existing problem situations and design and implement technical solutions; to provide and coordinate the most advanced technical and specialized hardware, software and network support to users; and to function as a positive and cooperative team member in a dynamic work environment. Receives consistent direction from the Manager of Information Services. May exercise direct supervision over professional, technical and/or clerical staff.

**ESSENTIAL JOB DUTIES:** Acts as liaison and primary resource between in-house users, commercial software/hardware vendors and consultants; provides technical expertise and over-all perspective; ensures adherence to design specifications and Information Services defined and professional standards and methodologies.

Completes daily operations tasks as assigned; provides hands-on support for designated user requests; conducts the work necessary to complete/implement assigned projects.

Confers with and conducts meetings with a variety of user groups to gather all necessary information and documentation; facilitates the information flow and implementation activities across departmental and/or organizational lines as necessary.

Defines and documents requirements for data, operational processes, logical processes, operating software and hardware, system integration, internal and external checks and controls and user expectations within the context of budgetary, technology and resource constraints.

Meets with user groups on a periodic and regular basis to discover new/changed system expectations; conducts feasibility studies including needs and cost/benefit analyses to evaluate the impact of desired and required changes.

Researches and analyzes available technology as appropriate; documents and reports findings and recommendations.

Analyzes environmental and system security based on current and anticipated operational needs and legal requirements; implements changes as directed.

Writes and maintains technical specifications and procedures for assigned systems/projects and in support of technical staff and user groups.

Develops and execute project plans for given assignments.

Other related duties may be required as assigned based on skill set and experience.

## **EMPLOYMENT STANDARDS**

### **Education/Experience:**

**Level I:** High school graduate or equivalent with a minimum of one year experience as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software. A Bachelor's degree is desirable.

**Level II:** High school graduate or equivalent with a minimum of two years experience as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software. A Bachelor's degree is desirable.

**Level III:** A Bachelor's degree in computer science or related fields; qualified experience in network or operations management, analysis and design may be substituted for the desired education on a year for year basis; plus one year employment as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software.

**Level IV:** A Bachelor's degree in computer science or related fields; qualified experience in network or operations management, analysis and design may be substituted for the desired education on a year for year basis; plus two or more years employment as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software.

**Knowledge of:** Advanced networking; operating systems; office automation; and data center operations

**Ability to:** Work cooperatively with members of the Information Systems staff as well as those contacted in the course of work in a spirit of collegiality, perform advanced analysis and design; work with statistical methods and procedures for keeping records; lead others in complex analysis and projects; maintain and operate hardware and software. Must have ability to stand, walk, kneel, crouch, crawl, stoop, squat, twist, climb, climb and descend stairs, sit for prolonged periods of time, use a telephone, and

lift up to 50 pounds; must have ability to reach and lift above shoulder level; normal hearing and vision.

**Special requirements:** Must possess a valid California driver's license; must successfully complete a California Department of Justice "Criminal Justice System Employee" background check and physical examination prior to employment.