



SENIOR NETWORK AND OPERATIONS ANALYST

DEFINITION:

Under general supervision from the Director of Information Services, performs complex professional work in network and hardware management, including planning, design, configuration, customization, implementation, daily operations, troubleshooting and maintenance of designated technical infrastructure from the pre-programmed to specialized to multi-functional levels of complexity; to analyze designated user/business needs and processes within the County organization, assess potential or existing problem situations or opportunities and design technical solutions; to implement, debug, test, migrate, and document new and/or modified configurations and systems; to provide and coordinate the most advanced technical and specialized network and hardware support to users; and to function as a positive and cooperative team member.

ESSENTIAL JOB DUTIES:

Supervises the work of other Network and Operations Analyst positions; provides technical assistance, as required, to Network and Operation Analysts and other County employees; is capable of performing any function on installed systems. Functions as the Network Administrator; evaluates and recommends technical infrastructure hardware and related software; defines and manages network security configurations; recommends requirements and solutions for physical network security; defines and manages network routing tables that provide efficient, effective, reliable, robust and redundant traffic routes. Assists with management of daily Information Services operations. Able to perform as a project leader of any project from definition to implementation and operation; ability to manage both human and technical resources in a manner that ensures project is verifiably accurate and on schedule. Works at the highest level of all technical phases of network and operations management; requires a high degree of creative thinking and the ability to use the accumulated knowledge and experience of others. Critically reviews all physical and programmed configurations prior to implementation to verify consistency and conformance with established departmental guidelines, policies and practices as well as industry standard guidelines; performs acceptance testing and is responsible for implementation for assigned systems and/or projects. Conducts thorough problem analysis in regard to network infrastructure; documents findings and proposes problem resolution alternatives and/or recommendations for improvements. Keeps Information Services Director apprised of the status of all problems and assigned projects on a regular basis. Is capable of

designing network solutions to user department needs without supervision; maintains current working knowledge of all installed network infrastructure. Responsible for continuous review of disaster recovery plan to insure completeness and accuracy to quickly restore secure connectivity in the event of a disaster or other interruption of processing. Performs other duties as required.

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.

EMPLOYMENT STANDARDS:

Characteristics/Education and Experience Requirements:

This is the advanced journey level classification within the network and Operations analyst job series. Incumbents in this job class possess and apply advanced levels of specialized and professional analytical skills and knowledge while serving as team leader/project manager for designated and major computerized systems. Incumbents in this job class perform the most difficult and responsible duties including providing advanced technical/professional support to system users. Incumbents in this job class provide lead direction to Network and Operations resources, other Information Services Technicians/Analysts, and/or consultants on assigned systems design and/or maintenance projects. Incumbents in this job class generally work independently and require outstanding problem-solving, organizational, and communications skills as well as considerable knowledge of a variety of hardware, software, and network systems and products.

Receives consistent direction from the Director of Information Services. May exercise technical and functional supervision over clerical, technical, or entry level professional staff as assigned and on a project by project basis.

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 three or more years employment as a Network and Operations Analyst or equivalent position with proficiency in operating systems, network management, specific hardware and software.

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