

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 7316
Approved by CSB
October 6, 2010

UTILITY INFORMATION SYSTEMS NETWORK ANALYST

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DEFINITION

Under general direction, provides technical assistance in designing and supporting information systems; installs, configures, troubleshoots and maintains a variety of computers and peripheral equipment including local area networks (LAN), municipal area network (MAN), virtual local area networks (VLAN), storage area networks (SAN) and virtual private networks (VPN), firewalls, routers, switches, monitors, printers, modems and other hardware and software; provides hardware and software related training, technical assistance and support to computer users. Performs other related work as required.

DISTINGUISHING FEATURES

Positions in this classification are responsible for integration of databases with each other, various types of networks, and other information systems, including those containing highly sensitive and/or confidential information.

EXAMPLES OF DUTIES

1. Install, configure, and maintain large, complex management information technologies.
2. Integrate hardware, operating system and applications for complex networked environments.
3. Participate with staff to conduct needs assessments, define system requirements, system capacities, and perform cost/benefit analysis.
4. Preview software; maintains up-to-date information regarding software needs and software availability from manufacturers; evaluate software releases for prospective applicability.
5. Recommend the purchase of new and replacement hardware and software.
6. Trouble-shoot and maintain computer hardware and software; upgrade software as needed; recommend; changes in hardware, software and utilities as appropriate.
7. Install, configure, administer, troubleshoot and maintain a variety of computers and peripheral equipment including local area networks (LAN), municipal area network (MAN), virtual local area networks (VLAN), storage area networks (SAN) and virtual private networks (VPN), firewalls, routers, switches, monitors, printers, modems and other hardware and software.
8. Install, integrate and/or administer network based hardware and software.
9. Design, network design and topology.
10. Develop and maintain network security procedures to meet compliance regulations; regularly monitor and assess alerts and log files; maintains up-to-date information on latest attacks and vulnerabilities.
11. Write reports, documentation, and procedures.
12. Provide technical support, user assistance and training.
13. Trouble-shoot equipment problems and install new equipment.
14. Communicate with vendors, suppliers and staff concerning equipment and program installations and warranties.
15. Respond to emergency requests for equipment repairs.
16. Manage asset inventory and software licensing.
17. Coordinate development and administration of disaster recovery procedures and backup systems, including data backup and restoration of computer services.
18. Install, integrate, and administer wireless networks and devices including smartphones.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in computer science and information systems or related field.

Experience: Four years experience in systems development, of which three years must be in the administration, installation, setup, troubleshooting, maintenance, and analysis of networks, computers and peripheral equipment.

Experience with voice and data communications systems is desirable.

Knowledge

Knowledge of operation and use of personal computers, networks, and distributed data processing; industry standard topology and related equipment, e.g., routers and switches; information systems applications, operations and peripheral equipment; network system architecture; network operating systems; multiple networking protocols; performance and traffic monitoring, security and integrity maintenance; structure development, features, and access configurations and interfacing; telecommunications, host systems software, host operations, data management, software tools and utilities, help desk operations; basic theory and principles of electronics; methods, tools and procedures used in the installation, repair and maintenance of computers, networks and peripheral equipment; and methods and procedures for storing equipment, materials and supplies; designated computer software.

Ability

Ability to work independently and coordinate with multiple parties, e.g., vendors, staff, and end users; install, configure, trouble-shoot, and maintain a variety of computers, networks and peripheral equipment; train and provide technical support to users in computer operation, software, stand alone and local area network systems; learn and effectively use software specific to staff needs; read and interpret documents such as operating and maintenance instructions and technical procedure manuals; prepare reports, effectively present information and respond to questions from staff, vendors and the general public; define problems, collect data, establish facts and draw valid conclusions; interpret an extensive variety of technical instructions in diagram form and work effectively with abstract and concrete variables; schedule and perform work to meet established time lines; work independently with minimal supervision; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with vendors and staff at all levels.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs.

Other Requirements

As periodically determined by the City to establish and/or maintain the minimal level of knowledge, skills and abilities required by this classification and to meet the needs of the City. Industry certifications and/or experience required would be: Certified Novell Engineer (CNE) and Cisco Certified Network Associate (CCNA).

Possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.