

## SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

7/09	<b><u>NETWORK COMMUNICATIONS ANALYST II</u></b>	2.14.15
Effective Date	Job Title	Index

### **PURPOSE**

To improve student achievement through the design and implementation of a stable network infrastructure to include Installation, configuration and maintenance of the district's local area network (LAN), wide area network (WAN), Internet connectivity, and telecommunications.

The Network Communications Analyst II monitors the district's network to ensure consistent availability and performs maintenance on servers, routers, switches, and telecom equipment as necessary.

The Network Communications Analyst II is the intermediate level position in the Network Services Group.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives occasional direction from an Administrator or assigned Team Lead. Works within accepted standards and methodologies with occasional supervision while providing ongoing communication to the Team Lead. May participate as part of a project team with specific reporting responsibilities to the Project Lead. Work is reviewed occasionally while in progress and upon completion.

### **ESSENTIAL FUNCTIONS OF THE JOB - May include, but not limited to, the following:**

Performing administration of the server hardware, network operating system (Microsoft Windows Server) and storage area network (SAN).

Performing installation and maintenance of the network server structures (virtualization, high availability) and security schemes (Active Directory).

Installing and supporting server-based applications (e.g. Microsoft Exchange, SQL Server, Identity Lifecycle Manager, Systems Center Configuration Manager, McAfee System Security, Websense Enterprise, CommVault, etc).

Performing installation and administration of the network infrastructure (e.g. Cisco routers, switches, firewalls, filtering devices, wireless controllers, access points and VPN).

Monitoring the network for viruses, malware, or threats of any kind.

Performing the backup of systems and data.

Performing administration of the telecommunications infrastructure (traditional switched, VOIP).

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Performing analysis and resolving data and voice connectivity problems locally and district-wide.

Performing analysis and resolving network--based application problems.

Interfacing with vendors to diagnose and resolve technical problems.

Implementing solutions/changes using scripting methodologies.

Participating in the recommendation, creation, and maintenance of district technical standards.

Participating in the selection and purchase of new software and hardware that adheres to existing district standards.

Providing on-site technical consultation to schools and departments.

Using the existing trouble ticket/support request system to track, document and resolve technical problems

Creating and updating technical documentation.

Establishing effective working relationships with those contacted during the course of work.

Communicating clearly, concisely, and effectively, both orally and in writing with technical and non-technical individuals.

Maintaining regular and consistent attendance and punctuality.

Performing related duties consistent with job description and assignment.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Computer hardware (desktop and server), desktop operating systems, server operating systems, storage area networks (SAN), routers and switches, telecommunications, IP, VOIP, wireless

### **Ability to:**

Maintain effective working relationships with supervisor, team members, other staff, and the public.

Work with Network Communications Analysts I and III's on problem analysis.

Configure and install network hardware and software.

Maintain effective working relationships with other staff, students, and the general public.

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Diagnose problems with network hardware and software.

Participate with coworkers as part of project teams.

Climb ladders and crawl under desks to hook up systems.

Communicate clearly, both orally and in writing.

Manage multiple priorities.

**Experience and Training**

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the knowledge and abilities would be:

**Experience:**

Five years of experience working within an Information Technology setting; installing both desktop and server hardware and operating systems. Installing and supporting applications, local, client- server and web based. Installing and supporting routers and switches in both a cabled and wireless environment. Working with telecommunications equipment both traditional and VOIP.

**Training:**

Two or four year college degree with academic coursework in Computer Science, Information Systems, Networking, or equivalent.

Microsoft Certified Systems Administrator (MCSA), Cisco Certified Network Administrator (CCNA), A+ Certification, Server+ Certification, Network+ Certification may be required of incumbents within this position.

**Special Requirements**

Possession of, or the ability to obtain an Oregon Driver's license, must have a safe driving record and provide proof of personal vehicle insurance. Required to have a reliable vehicle at work daily. May be required to transport District equipment in personal vehicle (motorcycles cannot be used to transport District equipment)

**Work Environment:**

Variety of locations inside and outside school buildings and offices, including but not limited to office, classroom, lab environments, wiring closets and other utility spaces (attics, crawl spaces). Visiting school and department sites working in cramped spaces; occasional work in a cooled data center.

Moderate level of contact with district personnel. Some contact with outside agencies/community.

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**Physical Requirements:**

Must be able to lift loads of up to 50 pounds; crawl, bend, stoop, twist, lift equipment while troubleshooting or connecting hardware.

Perform installation or replacement of hardware inside cramped computer boxes; requires high level of manual dexterity.

Frequent reaching, handling, fingering, talking and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain concentration for an extended period. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials, computer screens and/or other monitoring devices.

Salem-Keizer School District is an equal opportunity employer.

Position: Network Communications Analyst II

I am willing and able to perform the duties of this job:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_