

City of Oregon City

Position Description

Position: Network Analyst	AFSCME
Department/Site: Information Technology	FLSA: Non-Exempt
Evaluated by: Information Technology Manager	Salary Grade: 41

Classification Summary

The Network Analyst position is responsible for oversight and technical support for all City network devices and services, including on-premises and cloud servers. This position implements, configures, and administers server and network software/hardware. The position acts as a lead resource for Network/Server Management, Public Safety hardware and software support, and recommends best practices for such systems. Works with other IT staff, vendors, and regional partners on technical solutions and development and effective delivery of IT Services.

Distinguishing Characteristics

This position performs a variety of advanced systems and network administrative tasks related to the planning, installation, and management of information systems, hardware, and software. This position has responsibility for server and network device implementation, including Windows Server deployment, configuration, and maintenance in a multi-user computing environment to ensure continuous, optimal performance of IT services and systems. This position reports to the IT Manager and works with all City departments. This position is distinct from the IT Specialist in that it performs a higher level of network and server administration duties.

Typical Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all the following duties:

- Performs systems and network administration tasks to include implementing, configuring, and maintaining physical, virtual, and cloud Servers / Networks. Monitors network performance; troubleshoots network problems; coordinates maintenance and repair with staff, vendor, and partner agencies.
- Evaluates, recommends, installs, configures, and maintains system hardware and software; including operating systems and application software, system upgrades, network printers and data communication lines; develops and documents hardware and software installation processes for IT staff.
- Investigates system functionality complaints from users; diagnoses and resolves advanced computer hardware and software problems.
- Conducts analysis of defined computer information system problems and develops feasible solutions to specific problems in accordance with computer industry standards and technology. The work affects the operation of systems or programs developed for various departments and agencies.
- Develops computer system specifications for proposed solutions to information system problems or for distinct portions of larger information systems projects. Provides support for Public Safety-specific hardware and software.
- Provides system training and technical support for users, in accordance with applicable

information systems policies, procedures, methods and techniques; distributes information regarding system changes or enhancements; assists in preparing training materials.

- Attends and participates in technical conferences, seminars and outside user groups to keep abreast of changes in technology.
- Performs database administration duties; provides support in planning, designing and maintaining SQL and related databases; maintains database security and user access; designs, creates and maintains physical objects including tables, files, libraries and indexes to support computer applications using database management systems; monitors database performance and troubleshoots problems; monitors and maintains space allocation for databases and files.
- Serves as project lead over all aspects of assigned information systems projects; evaluates and assesses client needs; identifies and allocates resources including staff, equipment and materials; sets project priorities, goals and objectives.
- Reviews and assists in the evaluation of new software and tools related to web development.
- Participates in meetings with department and agency representatives.
- Assists Information Technology Manager with preparation of budgetary documents.
- Prepares purchase order requests; tracks computer-related equipment and software in purchase order system as requested.
- Maintains positive public relations with customers and is responsive to customer needs.
- Develops safe work habits and contributes to the safety of self, co-workers, and the general public.
- Performs other duties as required.

Minimum Qualifications

Knowledge

The position requires specialized knowledge of:

- Physical, Virtual, (esp. VMWare, VSphere,), and Azure servers and services, with proven ability to manage.
- Installation and administration of Microsoft (MS) Server operating systems (2016, 2019, 2022), Active Directory, O365 suite, MS Internet Information Services, MS SQL, DHCP, WINS, DNS and other email and network related software and services.
- SCCM / Intune for hardware and user support. Use of Identities and Group policies, user profiles, shared resources and permissions.
- Public Safety services such as Netmotion, Advanced Authentication, CJIS requirements, and in-car connectivity issues are a plus.
- Cybersecurity processes related to an Enterprise Environment information and telecommunication systems, methods and techniques of file manipulation and data validation.
- CJIS security and related data management procedures

Skills and Abilities

This position requires the ability to carry out, but is not limited to, the following functions:

- Operating and supporting the following tools and equipment: Voip and Cloud phone systems, server platforms, printers, routers, switches, hubs, UPS, wiring, faxes, and projectors, etc.
- Troubleshooting and analytical problem solving.
- Communicating complex technical information to subject matter experts and lay persons in a

professional and understandable manner.

- Operating and managing organizational computers and performing advanced software troubleshooting functions.
- Analyzing and evaluating data, formulating proposals, and implementing computer system plans.
- Establishing and maintaining effective working relationships with employees, public officials, and the general public.
- Communicating effectively with coworkers, management, elected officials, the general public, and displaying excellent interpersonal skills and awareness of controversial and/or sensitive issues.
- Resolving problems within, and conflict between, highly technical systems.
- Interpreting technical information, writing technical reports.
- Coordinating vendor resources for support and project functions.
- Passing a technical assessment test applicable to the job description.
- Passing CJS personal technical clearance exam.

Education, Training, and Experience

This position typically requires a bachelor's degree in Computer Science or related field, or any combination of relevant education and experience; four years or more of current demonstrable IT management experience on a medium sized or larger network of servers and desktop systems; demonstrated experience in managing Windows server and desktop system, cloud servers (Azure) and VMWare services; knowledge and experience managing network switches and routing systems. Desirable certifications include Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP), Cisco Certified Network Administrator (CCNA), Cisco Certified Design Associate (CCDA), Cisco Certified Network Professional (CCNP), Microsoft Azure certifications such as AZ104, AZ900.

This position requires sufficient experience and/or education that clearly demonstrates the employee's ability to successfully perform the tasks and skills outlined in the job description.

Other Requirements

- Must pass a criminal background check.
- Valid driver's license required.

Working conditions/Physical and Mental Demands

The incumbent will perform work of a sedentary to moderately active nature. Requires sufficient ambulatory ability to sit for extended periods of time, move to project locations, to stand for intermittent periods of time, and to bend, stoop, crawl, and reach for limited periods of time to retrieve work materials. Requires sufficient arm-hand-eye coordination to operate a computer keyboard and peripheral equipment. Requires visual acuity to create and read three-dimensional and detailed drawings and observe structural work-in-progress. The position requires the ability to lift, push, and pull up to 40 pounds on an occasional basis. Manual dexterity and coordination are required to operate equipment such as computers, keyboards, and other standard office equipment. Work is primarily performed in an office environment, sometimes in confined spaces with noise variations, dust, and limited ventilation, and travel between city locations is required.

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.