Job Title:	Network Systems Analyst
Department:	Information Technology
Sub Department:	
Supervisor:	Director of Information Technology
FLSA:	Exempt
Union:	U.W.U.A. Local #541
Date	09/28/2022

JOB SUMMARY

This is technical work in the installation, troubleshooting, maintenance and monitoring of all City networking needs and related software systems.

Work involves configuring and maintaining the City's WAN/LAN environment ensuring all components are operating properly, and all required communication connections to offsite local area networks, and remote locations are functional. Also involves problem resolution and prompt corrective action when software errors, hardware malfunctions, or communication errors occur. Assignments are received from supervisor, Senior Network Systems Analyst and/or problem calls from end users.

ILLUSTRATIVE JOB DUTIES AND RESPONSIBILITIES

1. Installs all network hardware from PCs to servers.
2. Installs, maintains and troubleshoots all aspects of the City's network including related software and operating systems.
3. Trains end users with operation of hardware and related software products.
4. Installs and troubleshoots network connections through firewalls, routers, switches, fiber optics, ethernet cabling and wireless radios.
5. Installs network hardware and software including configuring and connecting client PC's to various network operating systems. Troubleshoots and resolves any connectivity issues.
6. Work includes administration of Active Directory, group policy, DNS, DHCP, cloud services management and VMware.
7. Assists with AMI system including upgrades, preventive maintenance, in-field installation and troubleshooting of WAN communication devices throughout City Utility service area.
8. Installs and repairs all personal computer equipment and associated peripherals including printers, tape drives, scanners, uninterruptible power supplies, and modems.
9. Assists in implementation and administration of disaster recovery systems including backup, restores and testing.
10. Works in conjunction with other IT personnel for full system implementations or integrations including assisting with related software installation.
11. Assists Director of IT with system wide evaluations and implementations of both hardware and software.
12. Performs other duties as assigned.

QUALIFICATIONS

KNOWLEGE OF:
- Network administration tools and functions (i.e. Active Directory, DHCP, VMware, DR).
- The operation, installation, repair and maintenance of all computer, peripheral and telecommunication equipment.
- Network management software for performance monitoring of network traffic for voice and data communications.

ABILITY TO:

- Effectively work with multiple priorities, deadlines and time constraints; as well as changes in work priorities.
- Establish and maintain effective working relationships with both the public and other City employees.
- Work independently and as part of a team to effectively to meet day-to-day operational deadlines.
- Communicate clearly and concisely, both orally and in writing.
- Understand and follow oral and written instructions.
- Pay attention to detail and perform job duties with accuracy

EDUCATION/EXPEREINCE

- Bachelor's Degree in Computer Information Systems or Computer Science preferred. Two (2) years related fieldwork experience may be substituted for degree requirement.
- Extensive experience in the installation, configuration, monitoring and troubleshooting of network operating systems and applications including all MS Windows OS; Windows Server; Microsoft SQL Server; TCIP, Microsoft Exchange, VMWare, Sharepoint and Microsoft Office.
- Extensive experience in the installation, configuration, monitoring and troubleshooting of network hardware and infrastructure including routers, switches, vpns, firewalls, wireless and radio communications and wiring.

SPECIAL REQUIREMENTS:

- Must possess a valid State of Michigan driver's license.

PHYSICAL/MENTAL/VISUAL DEMANDS

Environment: Exposure to office environment, exposure to computer screens; travel to sites within the City may be required. Occasional exposure to inclement weather conditions.

Physical: Light work: Exerting 15-30 pounds occasionally. Involves walking, standing, sitting, twisting, turning, kneeling, stooping, climbing and squatting on a periodic basis. High degree of mental, visual,

and manual dexterity for sustained periods of time. Mental agility to solve moderately complex problems.

Vision: 20/20 corrected

_____   10-4-22
Bradley Tucker   Date
Human Resources Director

The above statements are intended to describe the general nature of the work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.