**POSITION INFORMATION**

<table>
<thead>
<tr>
<th>Internal Team:*</th>
<th>SL-ITS-Infrastr&amp;Platform Infrastr - 134515</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Network Analyst 12 Mo</td>
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<tr>
<td>Job Code:</td>
<td>0430</td>
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<td>MPP Job Code:</td>
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<tr>
<td>Position Number:</td>
<td>Network Analyst 12 Mo</td>
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<tr>
<td>CSU Working Title:*</td>
<td>Network/Telecomm Systems Administrator - Lead</td>
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<tr>
<td>Reports To:*</td>
<td>Asst Dr, Infrastructure Svcs</td>
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<tr>
<td>Campus:*</td>
<td>San Luis Obispo</td>
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<tr>
<td>Division:*</td>
<td>Information Services</td>
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<tr>
<td>College/Program:*</td>
<td>ITS - Info Technology Svcs</td>
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<tr>
<td>Department:*</td>
<td>ITS-Infrastr&amp;Platform Infrastr - 134515</td>
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<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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**POSITION DESIGNATION**

**Mandated Reporter:***

General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

**Conflict of Interest:***

None

**NCAA:**

- [ ] Yes
- [x] No

**Is this a Sensitive Position?:**

- [x] Yes
- [ ] No

**Job Summary/Basic Function:***

Under general supervision, this position supports the ITS-Infrastructure & Platform Services group and their interface with other campus systems and services; provides network infrastructure and associated systems analysis, modification, maintenance, installation and support and interfaces with internal ITS staff and the user community on the use of these systems and infrastructure with a focus on communications networks. Supports enterprise-level 2-way radio, telecommunications, switches, and other related infrastructure and systems. This position also maintains and supports assigned systems and services to ensure system availability, integrity, and reliability.

Working with the director and managers, the service lead ensures service success and excellent customer service, prioritizes and assigns daily work and handles escalations and incident response.

The career level is broad and includes intermediate through senior level positions. Incumbents at this level work relatively independently and possess the experience to be fully proficient in performing most or all of the work assignments defined for their position. Typically, incumbents have acquired the requisite skills and knowledge through a combination of education, training, and progressive work experience to be able to demonstrate competence in independently applying technical judgment to standard and non-standard applications and systems, solving a wide range of problems and developing practicable and thorough solutions, and using effective communication and listening skills.

**Minimum Qualifications:***

Education and Experience:

- Bachelor’s degree and two years of relevant experience.
- Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.
Required Qualifications:

1. Knowledge of and expertise in supporting enterprise level network infrastructure and associated services such as DNS, Firewalls, Application Load Balancers, Wi-Fi and/or VoIP.
2. Thorough working knowledge of current network routing protocols for data systems such as OSPF, BGP and EIGRP.
3. Knowledge of and demonstrated experience configuring network infrastructure in hybrid cloud environments, such as AWS and VMware.
4. Demonstrated skill installing and using network configuration management and monitoring tools in a large-scale enterprise DevOps environment (e.g. Cisco Prime, ALE OmniVista, Solarwinds).
5. Demonstrated skill improving communications network infrastructure and system configurations that increase utilization and reliability based on analysis of infrastructure, system, application and production requirements.
6. Thorough working knowledge of testing practices and troubleshooting procedures associated with network support.
7. Demonstrated experience with current enterprise networking management practices, including QoS, system maintenance, configuration management, network optimization and security.
8. Demonstrated skill researching and evaluating improvements to services to meet user needs.
9. Demonstrated skill working with technical and non-technical staff to identify user requirements and translate them into technology-based solutions and service improvements.
10. Ability to use creative problem-solving skills and apply effective technical solutions.
11. Ability to apply campus information security policy and standards to develop specific security requirements.
12. Ability to apply security models and frameworks to ensure appropriate security is maintained.
13. Excellent verbal and written communication skills, including the ability to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.
14. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
15. Ability to foster and maintain positive and professional working relationships; ability to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
16. Ability to provide lead work direction and train others.
17. Interest and ability to maintain and enhance technical currency.
18. General knowledge of requirements for accessibility compliance.

Preferred Qualifications:

- Certifications
- Cisco Certified Network Associate in Routing and Switching or higher
- Associate AWS Solutions Architect / Associate AWS SysOps Administrator or higher
- VMware Certified Professional
- Working knowledge of enterprise level communications networks with high-density client environments (such as those found at a large university or corporate environment) where scalable communications solutions are required.
- Experience with VOIP or related Unified Communications applications.
- Prior experience with SIP Trunking implementations.
- Experience with basic networking protocols including DNS, DHCP, VPNs, WAN/LAN TCP/IP.
- Working knowledge of industry standard phone and radio systems such as Mitel, Avaya, Avtec or Zetron.
- Understanding of Radio Frequency (RF) technology, RF-related spread spectrum and modulation technologies used by the emergency 2-way radio, including a basic knowledge of rules governing wireless LANs to comply with local and federal RF regulations.
- Working knowledge of and experience with change management and lean principles.

Special Conditions:

- Ability to safely move equipment up to 50 pounds, with or without assistance.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as exempt and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
- Must be able to adjust working hours to meet special jobs. Must be able to work overtime or holidays on an as-needed basis.
- May be called back periodically to perform work as needed on an emergency basis.
- Must be able to rotate evening, weekend, and holiday "on-call" hours, and be reached in support of production processing.
- Must be willing to travel and attend training programs off-site.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

License / Certification:
N/A

Supervises Employees:* Yes  No

Job Duties
<table>
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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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Service Lead (50%): Under the direction of the manager and director, provide team guidance as follows:
1. Works with manager and director to ensure outstanding customer service and support.
2. Works with manager to support absence management reporting (manager approves or denies).
3. Works with manager to provide performance feedback to support staff evaluations.
4. Leads best practices for security, policy, and procedure.
5. Documents work instructions and processes.
6. Ensures service and operational escalation, incident management and lessons learned for service area.
7. Prioritizes and assigns daily work; supports total time accounting.
8. Responsible for work planning, such as work completion, sprint planning, standup meetings.
9. Participates in vendor interaction with manager and director.
10. Fosters IT's values and mentors' peers.

Communications Network Infrastructure Delivery: Support and maintain complex enterprise data networks to meet campus needs.
1. As a member of a DevOps team, leverage support expertise to work collaboratively with service owners to deliver compelling network service offerings to a variety of campus customers.
2. Deploy and support comprehensive service offerings including detailed documentation regarding support, monitoring, access control, logging, maintenance and continuity.
3. Consult with directors, managers, IT's staff and customers on network infrastructure and associated systems along with security needs and future direction.
4. Support, improve, configure and upgrade network infrastructure and associated systems.
5. Implement advanced hardware and software solutions to support complex and varied campus applications and servers.
6. Implement policies, processes and procedures as they relate to support and maintenance of communications network infrastructure and associated system resources.
7. Leverage advanced skillsets in a variety of domains including source control, scripting, continuous integration, and configuration management to implement, improve and curate network infrastructure as code.
8. Document network infrastructure and associated systems functionality, as required.
9. Analyze security requirements to apply to communications network infrastructure and associated services as well as deliver administration policies, processes and practices to meet these requirements.
10. Leverage expertise to regularly review communications network infrastructure and associated services to identify security risks and escalate security issues as appropriate.
11. Understand the current and future state of technology and platforms within the assigned area.
12. Ensure customer needs are met in technical execution.
13. Consult with IT leadership to ensure design and technical execution is meeting expectations.
14. Take ownership of developing and implementing a personal-improvement plan to acquire skill sets and knowledge of current and future technologies used within the assigned area.
15. Maintain, improve and support enterprise network infrastructure and associated systems, resulting in the creation of detailed policies and procedures to ensure ongoing continuity.
16. Work with customers and technical staff to troubleshoot, isolate and resolve communications networking problems.

Service and Process Improvement: Implement process and service improvements for complex network infrastructure and associated systems.
1. As a knowledge area expert, research and identify improvements for communications network infrastructure services and processes to improve service delivery to customers; recommend direction changes to management.
2. Consult and review team recommendations for service and process improvements in order to maintain optimal performance, accommodate growth, and improve service delivery.
3. Assess, improve, and optimize complex communications network infrastructure and associated systems to address security, system performance, capacity, cross-functional technology and resource requirements.
4. Improve, customize, program and support tools and solutions for automated services, user interfaces and tools.
5. Plan the implementation and configuration of metrics and reporting tools for network infrastructure and associated systems.

Consultation, Collaboration, Support:
1. Consult and collaborate with customers to identify and document improvements to design and implement network infrastructure and associated systems.
2. Leverage support expertise to collaborate with stakeholders to identify and implement procedures that facilitate a smooth delivery of services or enhancements to existing services.
1. Document assignment status as required by managers or leads. Escalate problems or unexpected resource requirements.
2. Apply general knowledge of requirements for accessibility compliance where appropriate.
3. Provide training to other employees as needed and provide lead work direction to student assistants.
4. Use available resources to maintain and enhance technical currency. Maintain and develop interpersonal skills.
5. Perform other job-related duties and special projects as assigned.

Users and Approvals

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