**POSITION INFORMATION**

Internal Team:* SL-ITS-Infrastr & Platform Ops-134515
Job Code/Employee Classification:* Network Analyst 12 Mo

MPP Job Code: Network Analyst 12 Mo
Position Number: Position no: SL-00002128

CSU Working Title:* Wireless Network Delivery Analyst
Reports To: Infrast & Pltfrm Srvcs Ops Mgr
Campus:* San Luis Obispo
Division:* Information Services
College/Program:* ITS - Info Technology Svcs
Department:* ITS-Infrastr & Platform Ops - 134515
FLSA Status:* Exempt

**SENSITIVE POSITION**

Sensitive Position: Yes

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 wireless networks. Supports enterprise-level access points, wireless controllers, routers, switches, firewalls, and other related infrastructure and systems. This position also maintains and supports assigned systems and services to ensure system availability, integrity, and reliability.

Minimum Qualifications:* 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:**

- Knowledge of, and demonstrated skill supporting, enterprise level network infrastructure and associated services such as DNS, Firewalls, Application Load Balancers, Wi-Fi and/or VoIP.
- Thorough working knowledge of current network routing protocols for data systems such as OSPF, BGP and EIGRP.
- Knowledge of, and demonstrated skill, configuring network infrastructure in hybrid cloud environments, such as AWS and VMware.
- Knowledge of, and demonstrated skill working with, automation tools/languages (e.g. Python, Powershell).
- Demonstrated ability to install and use network configuration management and monitoring tools in a large-scale enterprise DevOps environment (e.g. Cisco Prime, ALE OmniVista, Puppet, Jenkins, Solarwinds).
- Demonstrated ability to improve wired and wireless network infrastructure and system configurations that increase utilization and reliability based on analysis of infrastructure, system, application and production requirements.
- Thorough working knowledge of testing practices and troubleshooting procedures associated with network support.
- Demonstrated skill working with current networking management practices, including QoS, system maintenance, configuration management, network optimization and security.
- Demonstrated ability to research and evaluate improvements to services to meet user needs.
- Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions and service improvements.
- Ability to use creative problem-solving skills and apply effective technical solutions.
- Ability to apply campus information security policy and standards to develop specific security requirements.
- Ability to apply security models and frameworks to ensure appropriate security is maintained.
- 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.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- 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.
- Ability to provide lead work direction and train others.
- Interest and ability to maintain and enhance technical currency.
- 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

Degree in computer science or related field.

Experience with wireless monitoring tools such as AirWaves, NetStumbler, and enterprise level wireless monitoring applications.

Working knowledge of industry standard authentication methods for wireless such as Active Directory, Kerberos and TACACS, wireless encryption such as WPA2 and 802.1X and mobile device provisioning with role derivation.

Understanding of Radio Frequency (RF) technology, RF-related spread spectrum and modulation technologies used by the Wi-Fi industry, 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:

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.

NCAA:  
☐ Yes  ☐ No

Conflict of Interest:*  
None

Supervises Employees:*  
☐ Yes  ☐ No

Job Duties

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<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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Wireless Network Delivery Analyst - PageUp People
Wireless Network Infrastructure Delivery:

As a member of a DevOps team, support and maintain complex enterprise data networks to meet campus needs.

Work collaboratively with service owners to deliver compelling network service offerings to a variety of campus customers.

Deploy and support comprehensive service offerings including detailed documentation regarding support, monitoring, access control, logging, maintenance and continuity.

Support, improve, configure and upgrade network infrastructure and associated systems.

Implement advanced hardware and software solutions to support complex and varied campus applications and servers.

Implement policies, processes and procedures as they relate to support and maintenance of wired and wireless network infrastructure and associated system resources.

Implement, improve and curate network infrastructure as code including review of source control, scripting, continuous integration, and configuration management.

Document network infrastructure and associated systems functionality.

Analyze security requirements to apply to wired and wireless network infrastructure and associated services as well as deliver administration policies, processes and practices to meet these requirements.

Review wired and wireless network infrastructure and associated services to identify security risks and escalate security issues as appropriate.

Work with customers and technical staff to troubleshoot, isolate and resolve wired and wireless networking problems.

Service and Process Improvement:

Implement process and service improvements for complex network infrastructure and associated systems.

Research and identify improvements for wired and wireless network infrastructure services and processes to improve service delivery to customers; recommend direction changes to management.

Consult and review team recommendations for service and process improvements in order to maintain optimal performance, accommodate growth, and improve service delivery.

Assess, improve, and optimize complex wired and wireless network infrastructure and associated systems to address security, system performance, capacity, cross-functional technology and resource requirements.

Improve and customize program and support tools and solutions for automated services, user interfaces and tools.

Plan the implementation and configuration of metrics and reporting tools for network infrastructure and associated systems.

Consultation, Collaboration, Support:

Consult and collaborate with customers to identify and document improvements to design and implement network infrastructure and associated systems.
| Document assignment status as required by managers or leads. Escalate problems or unexpected resource requirements. |
| Apply general knowledge of requirements for accessibility compliance where appropriate. |
| Provide training to other employees as needed and provide lead work direction to student assistants. |
| Use available resources to maintain and enhance technical currency. Maintain and develop interpersonal skills. |
| Perform other job-related duties and special projects as assigned. |

**USERS AND APPROVALS**

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