**P O S I T I O N D E S C R I P T I O N**

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| Department: | ITS-Infrastructure & Platform Services |
| Classification Title: | Network Analyst – Career |
| Working Title: | Wireless Systems Administrator |
| FLSA Status:  | [ ]  Non-Exempt [x]  Exempt |
| Incumbent: |  |

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| **Position Summary** |

Under general supervision of the Assistant Director of Infrastructure and Platform Services, 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. Supports enterprise-level routers, switches, access points, wireless controllers, and other related infrastructure and systems. This position also maintains and supports assigned systems and services to ensure system availability, integrity, and reliability.

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| **Duties and Responsibilities** |

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

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| **Essential Job Functions**  | **Daily 90%** |
| 1. Support and maintain complex enterprise data networks to meet campus needs.
2. As a member of a DevOps team, work collaboratively with service owners to deliver compelling network service offerings to a variety of campus customers.
3. Deploy and support comprehensive service offerings including detailed documentation regarding support, monitoring, access control, logging, maintenance and continuity.
4. Consult with directors, managers, ITS staff and customers on network infrastructure and associated systems along with security needs and future direction.
5. Support, improve, configure and upgrade network infrastructure and associated systems.
6. Implement hardware and software solutions to support complex and varied campus applications and servers.
7. Implement policies, processes and procedures as they relate to support and maintenance of network infrastructure and associated system resources.
8. Leverage skillsets in a variety of domains including source control, scripting, continuous integration, and configuration management to implement, improve and curate network infrastructure as code.
9. Document network infrastructure and associated systems functionality, as required.
10. Analyze security requirements to apply to network infrastructure and associated services as well as deliver administration policies, processes and practices to meet these requirements.
11. Regularly review network infrastructure and associated services to identify security risks and escalate security issues as appropriate.
12. Understand the current and future state of technology and platforms within the assigned area.
13. Ensure customer needs are met in technical execution.
14. Consult with IT leadership to ensure design and technical execution is meeting expectations.
15. 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.
16. Maintain, improve and support enterprise network infrastructure and associated systems, resulting in the creation of detailed policies and procedures to ensure ongoing continuity.
17. Work with customers and technical staff to troubleshoot, isolate and resolve networking problems.
18. Implement process and service improvements for complex network infrastructure and associated systems.
19. Research and identify improvements for network infrastructure services and processes to improve service delivery to customers; recommend direction changes to management.
20. Consult and review team recommendations for service and process improvements in order to maintain optimal performance, accommodate growth, and improve service delivery.
21. Assess, improve, and optimize complex network infrastructure and associated systems to address security, system performance, capacity, cross-functional technology and resource requirements.
22. Improve, customize, program and support tools and solutions for automated services, user interfaces and tools.
23. Plan the implementation and configuration of metrics and reporting tools for network infrastructure and associated systems.
24. Consult and collaborate with customers to identify and document improvements to design and implement network infrastructure and associated systems.
25. Collaborate with stake holders to identify and implement procedures that facilitate a smooth delivery of services or enhancements to existing services.
26. Assess existing services and provide technical recommendations to improve their delivery.
27. Provide support to both technical and non-technical staff.
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| **Related Job Functions**  | **As Needed 10%** |

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| 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.
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| **Required Education, Experience, and Credentials** |

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.

Licenses, Certificates, Credentials:

* N/A

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| **Required Skills, Knowledge, and Abilities** |

* Knowledge and demonstrated experience in 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 experience with wireless and RF design, fundamentals and simulation software.
* Knowledge of and demonstrated experience configuring network infrastructure in hybrid cloud environments, such as AWS and VMware.
* Knowledge of and experience with automation tools/languages (e.g. Python, Powershell).
* Demonstrated ability with installing and using 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 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 experience with current enterprise 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.

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| **PREFERRED QUALIFICATIONS:** * Certifications:
	+ Cisco Certified Network Associate in Routing and Switching or higher;
	+ Associate AWS Solutions Architect / Associate AWS SysOps Administrator or higher;
	+ Aruba Certified Associate; or
	+ Certified Wireless Design Professional.
* 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.

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|  **INCUMBENT:** I have read this position description and understand its contents. |
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| INCUMBENT NAME | SIGNATURE | DATE |

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| **SUPERVISOR:** I certify that all statements on this form are complete and accurate. |
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| Immediate Supervisor name and title | Signature | Date |
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| **DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate. |
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| department HEAD name and title | Signature | Date |

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| **HUMAN RESOURCES USE ONLY** |
| Employee ID#: |  | REQUEST FOR: | CLASSIFICATION INFORMATION |
| Position Number:  |  |  [ ]  Update Review for File | Classification Title:  |  |
| FTE:  |  |  [ ]  Classification Review | Class Code/Range: |  |
| [ ]  Permanent |  |  [ ]  New Position Recruitment | CBID: |  |
| [ ]  Temporary |  |  [ ]  Replacement Recruitment | MPP Job Code:  |  |
| [ ]  COI Position |  |  | Classifier Initials: |  |
| Recruitment Number:  |  |  | Date:  |  |