**OFFICE OF HUMAN RESOURCES**

**Position Description**

|  |
| --- |
| **GENERAL INFORMATION** |
| Employee Name: Click or tap here to enter text. | EMPL ID: --- |
| Working Title: Network Analyst 3405 | FLSA**:** Choose an item. |
| Classification: Net ANL 12 | Job Code/Range: 0430 / N/A |
| Dept ID: 6036 | Department: Click or tap here to enter text. | Time Base: ---  |
| Employee Status: | [ ]  Temporary [x]  Probationary [ ]  Permanent  | Sensitive: [ ]  Yes [ ]  No |
| Temporary Reassignment: | Effective Date: ---  | End Date: --- | Effective PD Date: mm/dd/yy |

**POSITION SUMMARY**

Reporting to the Director of Network Services, the Network Analyst is responsible for hands-on support of SF State’s enterprise-wide data communications network, the underlying network infrastructure, the network hardware and the management tools which monitor these devices. The incumbent will design, install, configure, upgrade, monitor, and support multivendor network solutions. This position is responsible for supporting the network wired, wireless, and network infrastructure components. The incumbent shall interact with stakeholders in different departments across campus, throughout the CSU as well as with vendors. This position participates in CSU-wide committees on network, wireless and security topics.

**ESSENTIAL JOB FUNCTIONS**

* 25% Network Operations Support
	+ Provide 24x7x365 support for network wired, wireless and infrastructure components (including switches, routers, wireless hardware, firewalls, and monitoring tools).
	+ Monitor network performance, resource usage, service outages, configuration changes, and error reports to provide proactive network management.
	+ Take ownership of related tickets from team's queue and perform configuration, testing, installation, maintenance, and repair of the campus network components, and follow-up with resolution.
	+ Troubleshoot and resolve network related issues in a timely manner. Work with both internal departments as well as external vendors as needed. Provide timely updates of the status.
	+ Communicate with campus community on availability and non-availability of services.
	+ Perform installation, configuration, and monitoring of campus network components.
	+ Work closely with equipment vendors and network service providers to isolate and resolve problems.
	+ Configure network firewalls to protect campus computing resources.
	+ Maintain and upgrade campus network appliances and applications by performing regular software updates in consultation with the vendors.
	+ Assist with network infrastructure installation, maintenance, and support as needed.
	+ Document, update and maintain network diagrams, and maps.
	+ Participate in CSU-wide committees that work on network and security topics.
	+ Prepare and submit network status reports as needed.
	+ Collaborate closely with the system, security, telecom, service desk and other IT teams in providing technical solutions that meet academic and administrative needs of the University.
* 25% Project Management and Project Support
	+ Recommend network solutions for data communications projects based on SF State’s standards.
	+ Communicate with project team, project manager, and campus departments on project scope, deliverables, timelines, status, and risks.
	+ Prepare project proposals, reports and presentations as required.
	+ Provide recommendations and assistance for network equipment purchases, maintenance contracts, supplies and training.
* 25% Network awareness, training, and compliance
	+ Maintain knowledge of SF State network standards and policies.
	+ Keep abreast of emerging technology and maintain current knowledge and understanding of network best practices to offer best solutions and protection to SF State’s systems.
	+ Participate in CSU-wide committees focusing on networks, security, and data communication related topics.
	+ Identify and implement training courses and knowledge content.
	+ Evaluate hardware and software needs for supported units and recommend available options.
	+ Serve as pilot tester for maintenance or infrastructure updates.
	+ Coordinate support activities as projects transition from development.
* 20% IT Operations
	+ Participate in weekly meetings with network analysts to ensure the service levels and project timelines are met.
	+ Update the Director of Network Services on project status, service issues, staff issues and planned changes.
	+ Meet with on-campus and off-campus groups to determine network requirements for routine relocation and renovation projects.
	+ Oversee network contractors, vendors, and Student Assistants as required.
	+ Participate in regular ITS meetings.
* 5% Other Duties as Assigned
	+ Other duties as required ensuring optimum information technology infrastructure and support for San Francisco State University.

# --% - Other duties as assigned

**MINIMUM QUALIFICATIONS**

Minimum Qualifications:
• Bachelor's Degree in Computer Science, Information Technology, or a related science field from an accredited college or university, and considerable progressive experience in network operations including TCP/IP network, routers, switches, firewalls and WAPs.
• Five to seven (5-7) years experience in the installation, capacity planning, optimization, troubleshooting and management of large enterprise TCP/IP networks.
• Associate level Industry Certification in network management.
• At least four (4) years of progressive technical specialization and work in one of the following areas:
o TCP/IP network design and implementation
o Wireless design, architecture, hardware and implementation
o Dynamic routing protocols
o Wiring infrastructures
o VPNs
o Security systems and firewalls
o VoIP and QoS
o Wide Area Networking (WAN) protocols
• Effective verbal and written communication skills.
• Experience with monitoring and troubleshooting tools.
• Experience with trouble ticket and change management systems.

**PREFERRED QUALIFICATIONS**

Preferred Qualifications:
• Professional or Expert level Industry Certification in network management.
• Experience with Alcatel-Lucent network hardware.
• Experience with Palo Alto Networks (PAN) firewalls.
• Experience with Aruba hardware.
• Experience with Cloud architecture and design as it relates to networking.
• Demonstrated knowledge of underlying technologies (i.e. databases, operating systems, networks, security, and hardware) preferred.
• Demonstrated ability to utilize proven implementation methodologies and project management tools
• Proven success balancing multiple priorities on regular basis
• Proven success managing vendors and licenses
• Excellent oral and written communication skills as well as excellent presentation skills
• Strong problem-solving, leadership, team building, and organizational skills
• Demonstrated ability to articulate complex issues, plans and concepts to diverse populations, including management and non-technical people.
• Demonstrated success in delivering technology projects from idea through to operations
• Demonstrated success in leading complex IT projects in non-profit/higher education environment preferred

An equivalent combination of education, training and/or experience that fulfills the requirements of the position may be considered.

**REQUIRED/LICENSE/CERTIFICATION**

Click or tap here to enter text.

* 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 Revised July 21, 2017 as a condition of employment.

**ENVIRONMENT AND/OR PHYSICAL REQUIRMENTS AND/OR SPECIAL WORKING CONDITIONS**

• This position has a regular forty-hour work schedule; the incumbent may be required to work after hours and on weekends as needed to support special projects, to respond to network events/incidents and/or to perform scheduled maintenance.
• The position may be required to work a hybrid schedule (some days of the week on-site and other days remote).
• Occasional travel to remote sites which connect to the main campus may be required.
• This position will be required to take part in the regular network team oncall rotation.
• This position may require the ability to lift 25-50 pounds and install/de-install network or security hardware (with or without reasonable accommodation).

|  |
| --- |
|  **SIGNATURES** |
| Supervisor:  |   |  | Date: |  |
| Name and Title | Dmitry Vayntrub, Director  |  | Ext: |  |
| Dean/Director: |  |  | Date: |  |
| Name and Title | Nish Malik, AVP/CIO, Information Technology Services |  | Ext: |  |
| *I acknowledge receipt of this position description:* |
| Employee:  |  |  | Date:  |  |