

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1857

TITLE: NETWORK/TELECOMMUNICATIONS ANALYST II

GRADE: S-26

DEFINITION:

Under general supervision, maintains either telecommunications systems or network environment by responding to service calls and supporting telecom equipment and/or LAN servers and networked PC's; performs network administration, such as daily maintenance of servers, backup/recovery of user data and server system, and troubleshooting problems that arise regarding communication to the file server; or provides data communications and network support to customers through the installation and configuration of data communications hookups for network hardware; provides first-line problem diagnosis and troubleshooting for complex network or data communications; assists senior analysts in the most complex system and equipment installations; provides help desk problem resolution assistance; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This journey level network/telecommunications analysis work is distinguished from the Network/Telecommunications Analyst I by servicing larger and more complex and varied hardware and peripherals. The Network/Telecommunications Analyst II is distinguished from the Network/Telecommunications Analyst III in that the latter performs work on the most highly complex systems. For example, while a Network/Telecommunications Analyst II would provide telecommunications/network support to an assigned agency, a Network/Telecommunications Analyst III would serve as a consultant to those requiring unique business solutions.

ILLUSTRATIVE DUTIES:

Provides support functions for assigned agencies;
Facilitates the installation of cabling and services;
Reviews, evaluates, and approves work order requests;
Analyzes and prioritizes agency requirements and designs, implements, and programs software changes accordingly;
Responds to customer service requests;
Evaluates systems problems, performs diagnostics on suspected problems, and recommends or implements solutions;
Assists the help desk in problem determination and solution;
Oversees network/telecommunications projects related to new construction, agency relocations, and similar actions;
Coordinates activities with planners, engineers, vendors, and agency management;
Reviews time frames and cost estimates of requirements and alternatives;
Schedules vendors and appropriate staff;

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Evaluates projects for cost effectiveness and current and future usability;
Assists in the planning of distributed local area networks;
Administers local area networks;
Plans and implements system security;
Installs, configures;
Establishes backup and recovery procedures;
Installs, repairs, configures, maintains, troubleshoots, and upgrades PC's, LANs, and related equipment and software;
Performs site inspections to ensure adequate cabling, power and facilities;
Evaluates capacity, availability, and performance of existing facilities;
Evaluates the need for and implements migration from one network operating system to another.
Performs day-to-day network administration;
Installs and configures PC's and component parts;
Configures for network operation and proper communication;
Installs software;
Maintains system files, databases, and related programs;
Maintains network security;
Assures proper operation and maintenance of hardware and software;
Troubleshoots problems;
Develops and provides training for users;
Assesses agency business needs and recommends solutions;
Maintains system records and documentation;
Develops, schedules, and provides training for users;
Provides technical assistance and resources to other staff as needed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of data and voice communications protocol and industry standards such as internet, intranet, internet security, frame relay, and data network;
Knowledge of communications network management and router configuration;
Knowledge of a variety of hardware and software, cabling, power requirements, ancillary equipment, etc. related to network operations and telecommunications systems;
Ability to plan, schedule, and coordinate special projects and assignments;
Ability to evaluate and make recommendations on different applications software packages;
Ability to oversee, monitor, and maintain network and telecommunications operations;
Ability to communicate effectively, both orally and in writing;
Ability to assist users in solving systems problems;
Ability to translate technical terminology into terms understood by management and employees;
Ability to develop and provide training;
Ability to establish and maintain effective business relationships.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to the following:

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Possession of an associate's degree in computer science, electrical engineering, electronics, or a related field; PLUS

Three years' network and/or telecommunications experience; OR

A bachelor's degree in such fields; PLUS

One year of experience in network or telecommunications system design, analysis, installation, and troubleshooting.

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED: May 24, 1999