

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1858

TITLE: NETWORK/TELECOMMUNICATIONS ANALYST III

GRADE: S-29

DEFINITION:

Under general supervision, serves as a consultant to telecom or network customers designing unique business solutions to systems with a diverse architecture; or provides administrative support for a LAN/WAN super server network; or coordinates the installation of all necessary cabling and equipment for the provision of telecommunications or data communications support to customers, including support to LAN servers, networked PC's, or setup of internet service; diagnoses and troubleshoots network or communications problems; coordinates with vendors providing communication services under contract; supervises and/or provides technical leadership to lower-level personnel; provides help desk problem resolution assistance; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This senior level network/telecommunications analysis work is distinguished from the Network/Telecommunications Analyst II by the performance of work that is broad in scope, highly technically complex and varied. For example, a Network/Telecommunications Analyst II would provide on-going network administration while a Network/Telecommunications Analyst III would provide technical consulting regarding the use of new and emerging technologies in the solution of program needs. A Network/Telecommunications Analyst IV is distinguished from a Network/Telecommunications Analyst III in having full supervisory duties and in focusing on whole systems as well as long-range planning.

ILLUSTRATIVE DUTIES:

Provides administration of a super server network or multiple network servers;
Plans and implements network security and data administration;
Installs, configures, and upgrades network operating systems and equipment and LAN applications;
Designs and implements data backup strategies;
Troubleshoots network problems and supports client work stations;
Plans, analyzes, designs, models, tests, evaluates, installs, troubleshoots and maintains network/telecommunication system infrastructure and deals with technically complex and difficult infrastructure problems and issues;
Prepares training guides and supplemental troubleshooting documentation for infrastructure problems;
Provides guidance and training to less experienced staff;
Writes general work plans and status reports for projects and presents plans to management;
Coordinates efforts with outside agency information technology personnel in the planning of joint network projects;
Configures network interface cards, protocols, cabling, routers, bridges, hubs, and gateways;

Researches, evaluates, and tests new technologies for existing and proposed

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network/telecommunication systems; performs third level technical support for system problems;
Prepares technical specifications for new projects;
Reviews and recommends changes as necessary;
Assists with the development, review, and recommendation for award of service related contracts;
Works with contractors and vendors;
Assures compliance with contracts and established standards;
Coordinates projects and activities with other county staff and outside contractors;
Evaluates existing service levels;
Recommends enhancements as needed;
Assists in performing cost/benefit analyses on competing methods of providing data communication links;
Provides technical consulting services to agencies in the evaluation, selection, and implementation of new and emerging network/telecommunication technologies with regard to solutions to program needs and business activities;
Provides technical assistance to agency staff in troubleshooting problems in existing systems;
Plans and manages projects, including developing and managing the budget;
Performs system and cost-benefit analyses;
Develops project scope and schedules;
Procures necessary hardware and software;
Manages project staff and provides technical guidance as needed;
Oversees vendor support and ensures timely completion of project;
Performs diagnostics on suspected faulty components and initiates corrective action;
Provides training to other staff as needed;
Develops and implements disaster recovery procedures and plans;
Develops, implements, and maintains system operating procedures and ensures that all procedures are followed;
Represents the agency and/or County at committee and task force meetings involving other agencies;
Provides technical assistance and resources to other staff as needed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of data and voice communications protocol and industry standards such as internet, intranet, internet security, frame relay, and data network;
Considerable knowledge of communications network management and router configuration;
Considerable knowledge of a wide variety of hardware and software, cabling, power requirements, ancillary equipment, etc. related to network operations and telecommunications systems;
Knowledge of project management techniques and processes;
Ability to plan, schedule, coordinate and manage studies, special projects, and assignments;
Ability to evaluate and make recommendations on different applications software packages;

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Ability to provide guidance, training, and technical assistance to users and other staff;
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 understandable to management and employees;
Ability to establish and maintain effective business relationships;

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to the following:
Possession of an associate's degree in computer science, electrical engineering, electronics, or a related field; PLUS
Four years' network and/or telecommunications experience; OR
A bachelor's degree in such fields; PLUS
Two years' experience in network or telecommunications system design, analysis, installation, and troubleshooting.

CERTIFICATES AND LICENSES REQUIRED:

None.

NECESSARY SPECIAL REQUIREMENTS:

Certain positions with financial responsibility within this class may be subject to criminal history record checks and/or credit checks as a condition of hiring and periodically thereafter, as determined by the department head. An applicant or employee may be required to submit a request for a criminal history record check and/or credit check to the appropriate agency.

Applicants and employees within these select positions must demonstrate financial responsibility in personal finances as a condition of employment.

REVISED: April 16, 2002

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