

JOB DESCRIPTION TEMPLATE

Career Ladder:	Network Analysis
Business Title:	Network Analyst I
Department:	
Department Code:	
Level:	

Job Summary:

The Network Analyst I consults with and analyses user requirements for information network systems and monitors capacity requirements and network performance.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Consults with users to determine the required technical support for network systems including monitoring network activity, and troubleshooting and diagnosing network problems.
- Monitors facilities capacity requirements, schedules requests for bandwidth and adjusts bandwidth on a daily or weekly basis.
- Assesses network performance to ensure that it meets the present and future needs of the enterprise.
- Assists in the development of disaster recovery plans and executes network test plans.
- Analyses user requirements, prepares equipment specifications, and installs and configures or reconfigures network components.
- Implements network security procedures and predetermined software or hardware changes to rectify any security issues.
- Contributes to the development of best practices, standards, procedures and quality objectives across systems infrastructure or platforms.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Consequence of Error/Judgment:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<p><u>Collaboration (Basic - B):</u> Takes initiative to actively participate in team interactions. Without waiting to be asked, constructively expresses own point of view or concerns, even when it may be unpopular. Ensures that the limited time available for collaboration adds significant customer value and business results.</p>
<p><u>Communicating for Results (Basic – B):</u> Converses with, and writes to, peers in ways that support transactional and administrative activities. Seeks and shares information and opinions. Explains the immediate context of the situation, asks questions with follow-ups, and solicits advice prior to taking action.</p>
<p><u>Problem Solving (Basic – B):</u> Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required.</p>

Role Based Competencies:
<p><u>Analytical Thinking (Basic – B):</u> Collates and reports information. Identifies trends and exceptions. Investigates to define problems more accurately. Sorts information in order of importance. Identifies relationships and linkages between components. Identifies variable potential causes and effects. Solicits guidance to define criteria and assign values of importance and urgency. Escalates issues of an exceptional nature.</p>
<p><u>Information Systems Knowledge (Basic – B):</u> Possesses a basic understanding of the strategy, structures, processes, and procedures of the enterprise in its relationship with the business and its activities. Troubleshoots in response to requests for technical support. Identifies problems and needs. Escalates problems to appropriate technical experts.</p>
<p><u>Thoroughness (Basic – B):</u> Performs tasks according to quality and output standards. Takes initiative to ensure that outcomes meet internal and external customer requirements. Solicits feedback on performance in new tasks. Measures accuracy using performance metrics. Sets improvement standards to reduce errors, omissions, and oversights.</p>