

JOB DESCRIPTION TEMPLATE

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

Job Summary:

The Network Analyst II designs solutions for existing complex information network systems including the assessment of facilities bandwidth requirements and system interdependencies.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Designs solutions for networking technology related failures and provides administrative support for network systems.
- Assesses facilities bandwidth requirements, system interdependencies, and network performance, and participates in capacity and function planning.
- Install, configure and maintain network components as well as any co-ordination efforts related to these activities
- Utilize existing toolsets to perform network installations, troubleshooting and documentation tasks
- Coordinates the installation and configuration of network components.
- Analyses user requirements and prepares detailed designs and equipment specifications.
- Participates in defining disaster recovery plans and the development of network test plans.
- Monitors network activity and connectivity, and troubleshoots, diagnoses and resolves network problems.
- Implements network security procedures and makes recommendations for improvement.
- Participates in the development of best practices, standards, procedures and quality objectives across systems infrastructure or platforms.
- Contributes to the evaluation of future technologies and makes recommendations for software and hardware upgrades.
- Provides technical guidance and leadership, coaching, and mentoring to team members.
- 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:

Collaboration (Intermediate - I):

Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.

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Communicating for Results (Intermediate - I):

Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.

Problem Solving (Intermediate - I):

Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.

Role Based Competencies:

Analytical Thinking (Intermediate - I):

Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge (Intermediate - I):

Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

Thoroughness (Intermediate - I):

Demonstrates operational agility. Uses organizational systems that result in multiple critical activities to be identified and completed on time. Renegotiates priorities as necessary. Puts systems in place and uses them to monitor and detect errors and problems. Tests and inspects outputs and applies quality checks prior to work submission.