

## **JOB DESCRIPTION TEMPLATE**

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

### **Job Summary:**

The Senior Network Analyst provides technical leadership in networking technology including recommending network design changes and enhancements.

### **Organizational Status:**

### **Work Performed:**

#### Specific Duties:

### Core Duties:

- Provides technical leadership in networking technology and administrative support for multifaceted network systems.
- Researches and analyzes network activity and network problems, recommends network design changes/enhancements, and directs the implementation of software or hardware changes to rectify any network deficiencies or to enhance network performance.
- Develops capacity planning models, ensures planned testing activities are performed and technical criteria are met, and may monitor capacity and adjust accordingly.
- Participates in network security guidelines regarding firewall maintenance and rule setting, intrusion detection, filter creation and ensures appropriate encryption requirements are applied.
- Contributes to evaluation of services provided by vendors and recommends changes.
- Evaluates future technologies and makes recommendations for software and hardware upgrades.
- Integrates 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.
- Provides technical guidance and leadership, coaching, and mentoring to team members.
- Performs other related duties as required.

### **Consequence of Error/Judgment:**

### **Supervision Received:**

**Supervision Given:**

**Education/Work Experience:**

**Skills:**

**Competency Proficiency:**

<b>Core Competencies:</b>
<p><u>Collaboration (Advanced – A):</u> Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the “right people,” within and beyond organizational boundaries, by matching individual capabilities and skills to the team’s goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments.</p>
<p><u>Communicating for Results (Advanced – A):</u> Converses with, writes reports for, and creates/delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple</p>

interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations.

**Problem Solving (Advanced – A):**

Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides implementation of corrective and/or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and accountability.

**Role Based Competencies:**

**Analytical Thinking (Advanced – A):**

Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

**Information Systems Knowledge (Advanced – A):**

Identifies means of integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet client needs. Creates information system solutions to meet the needs of business stakeholders. Partners with appropriate technical consultants, experts, and managers to resolve complex problems across all IT solutions.

**Thoroughness (Advanced – A):**

Identifies potential areas of conflicting priorities and vulnerability in achieving standards. Reviews department's progress against established goals, objectives, service level targets, and project milestones. Supports others in achieving deliverables by efficiently allocating resources and providing common organizing systems, techniques, and disciplines. Maintains a proactive work review and approval process prior to assignment completion. Solicits internal and external customer evaluation of performance and devises measures for improvement.