

INFORMATION TECHNOLOGY NETWORK ANALYST I

DISTINGUISHING FEATURES OF THE CLASS: This involves providing technical support for network systems software and hardware. The work involves the development, installation and support of Wide Area Network equipment and analyzing hardware and software network problems. The work is performed under the general supervision of a higher level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Installs, configures and maintains network file servers;
 Consults with users, vendors and technical staff regarding the purchase of hardware, software and networks;
 Installs and manages network protocols;
 Responds to help desk inquiries either remotely or through on-site visits;
 Diagnoses problems with network typologies;
 Designs and installs local area networks;
 Diagnoses and resolves local area network software problems;
 Conducts site surveys of users to determine current hardware and software and what is needed to support new systems;
 Verifies and corrects problems with data cabling;
 Configures routers and switches for Internet connectivity;
 Installs local area network hardware, software, operating systems and applications software;
 Initiates corrections for problems with the local area network involving computers and data communications software and hardware;
 Trains users and technical staff in network technology;
 Leads projects involving network management;
 Diagnoses local area network hardware component failures and make recommendations for replacement parts;
 Tests, troubleshoots and terminates various types of cabling;
 Configures local area network switches.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of local area network operating system concepts; thorough knowledge of the WEB/Internet/Intranet environment; thorough knowledge of personal computer technology; thorough knowledge of client server software; thorough knowledge of the local area network environment; thorough knowledge of different types of data cabling; thorough knowledge of various network hardware; thorough knowledge of local and wide area network protocols; ability to deduce problems logically; ability to communicate orally, including the ability to communicate technical information to non-technical people; ability to investigate complex problems and develop appropriate solutions; ability to understand complex written and oral instructions; ability to get along well with others; ability to work independently; ability to manage projects; ability to train others; ability to work as part of a team; resourcefulness in helping others to solve difficult problems; initiative; patience; good judgment; attention to detail.

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MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and

Four (4) years of experience gained within the past five (5) years which involved the maintenance, configuration or installation of personal computer hardware and software.

NOTE: Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in Computer Science or a related field may substitute for two (2) years of the experience if the education was completed within the past five (5) years.

NOTE: Completion of two or more years of education at the college or university level in Computer Science or a related field may substitute for one (1) year of the experience if the education was completed within the past five (5) years.

APPROVED: AUGUST 23, 2000

CIVIL SERVICE CLASSIFICATION: Competitive