Senior Network/PC Analyst

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #
017	Non-exempt	3 – Technicians	AFSCME	6	REV 12-13	1115

DEFINITION: This is the lead and/or specialist level in the Network/PC Analyst series. Under general supervision, incumbents may serve in a lead capacity, responsible for assigning and reviewing the work of lower level staff, and/or may serve as specialists who work independently and deal with complex assignments; including but not limited to monitoring and identifying network issues; proposing fixes; installing patches and updates on networks, operating systems, servers and related hardware; administering user accounts, groups, and permissions and backing up and restoring network configurations and computer data.

REPRESENTATIVE FUNCTIONS **may include, but are not limited to:**

- Monitors, investigates, troubleshoots, and resolves issues with network equipment, servers, workstations, and related equipment.

- Confers with end-users to troubleshoot and resolve user problems and identify user needs.

- Writes system and user documentation.

- Installs, configures and tests applications, upgrades, and hardware (servers, workstations, etc.).

- Prepares schedules and timetables for projects and systems maintenance.

- Prepares and/or reviews specifications, evaluates equipment and applications, and recommends implementation of new or upgraded software and hardware.

- Analyzes network performance and recommends performance improvements

- Patches network connections and performs basic switch and router configurations.

- Creates and administers Network Operating System user accounts, groups, and permissions.

- Performs periodic systems maintenance on computer and network equipment.

- Provides lead direction to lower level staff by providing guidance on technical and procedural issues and assigning and reviewing work assignments.

- Performs related duties as required.

Senior Network/PC Analyst

MINIMUM QUALIFICATIONS:

Knowledge Of: Principles and practices of computer networks, hardware, and/or software in client-server, Microsoft Windows Operating Systems; current operating platforms and related operating systems; systems design, set-up, connectivity, configuration, testing and troubleshooting procedures; scripting to automate routine tasks; security access procedures; business English usage; basic mathematics; and current modern office methods and procedures.

Ability To: Maintain, troubleshoot, and resolve issues with networked systems, databases, PCs and telecommunications equipment; develop and administer system security; review and analyze user requirements and specifications; write documentation, user information and training materials; install new hardware, programs, and upgrades; prepare time estimates for projects; research and make recommendations regarding implementation of new technologies and/or programs; work collaboratively and independently; supervise or provide work direction to assigned subordinate staff on a project of task basis; communicate effectively both orally and in writing; keep abreast of current and imminent changes in computer technology; work flexible and non-standard hours as needed; and establish and maintain positive working relationships with District personnel using principles of excellent customer service.

Education/Training: Equivalent to an Associate's degree from an accredited college or university with a major in Computer Science, Mathematics, or a related field.

Experience: Four (4) years experience installing, maintaining, and troubleshooting issues with computer hardware and software, two (2) years of which involved performing a variety of tasks in support of a network using Microsoft Windows workstations or two (2) years of professional experience administering and monitoring computer/ network hardware and software.

License/Certification: Must possess and maintain a California Class C Driver License, and meet the District's safe driving standards.

Special Requirements: Must be available for 24-hour on-call emergency assignments that may include weekends, and must be willing to travel to any AC Transit worksite.

Physical Requirements: (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; (2) must maintain mobility in order to safely drive a District vehicle to travel between District facilities; and (3) must maintain the physical condition necessary to perform the following physical movements: frequently stand, walk, lift and transport light objects weighing up to fifteen lbs., push, bend, balance, kneel, crouch, access constricted spaces, and make fine motor movements with the hands, fingers, and arms; and occasionally lift and transport objects weighing up to fifty (50) lbs., pull, climb, crawl, twist, and reach.

Est 11/99. Revised 3/07 & 12/13

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