

NETWORK OPERATIONS CENTER ANALYST

DEFINITION

Monitors, diagnoses problems and reports on, and facilitates the repair of District network and systems components.

TYPICAL DUTIES

Monitors network activities and selected systems components.
Reports problems such as digital connection circuits and equipment failures to the appropriate engineers and managers.
Participates in the reporting and configuration of network monitoring tools.
Reports complex network problems to the Network Operations Center Engineers, Network Engineers, and higher-level technical support staff upon detection.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Network Operations Center Analyst is responsible for monitoring the District network and systems components.

The Network Operations Manager is responsible for managing the day-to-day activities of the Network Operations Center.

A WAN Specialist I maintains, services, repairs, configures, and monitors wide area network equipment from remote sites and diagnoses and repairs local area network hardware/software problems that affect connectivity to the wide area network.

SUPERVISION

General direction is received from the Network Operations Manager. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Standard network and systems monitoring procedures
Standard network and systems monitoring and configuration tools
Primary fault management automation
TCP/IP networking, routing, and routed network fundamentals
Computer systems architecture
Windows system administration
Basic data communications

Ability to:

- Describe network problems in understandable terms
- Monitor network activities
- Monitor selected network system components
- Assist in configuration of network monitoring tools
- Identify problems in the configuration of network monitoring tools
- Maintain effective relationships with District personnel
- Communicate effectively both orally and in writing
- Manage multiple concurrent tasks

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by college level courses in computer science.

Experience:

Two years of experience monitoring networks. Experience working in a Network Operations Center is highly preferable.

Special:

Network+ certification

Cisco Certified Network Associate (CCNA) certification is preferable. Possession of a valid Cisco Certified Network Associate (CCNA) certification may be substituted for the required Network+ certification.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time as long as such addition or change is reasonably related to existing duties.

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