

## SENIOR SYSTEM NETWORK ANALYST

### DEFINITION

The Senior System Network Analyst performs advanced analysis, design, implementation, and system management duties, in one or more of the series tracks, for complex computer and network configurations; acquires and customizes electronic equipment and software as necessary to implement systems and support regional use of information technology; assumes responsibility for ongoing support of existing systems; coordinates projects; and performs related duties as required.

The tracks for this classification series are:

<b>LAN Systems Support</b>	Provides for enhancement and ongoing technical support of LAN based computer systems.
<b>Mainframe Support</b>	Provides for enhancement and ongoing technical support of IBM mainframe processing.
<b>Network Support</b>	Provides for enhancement and ongoing technical support of the regional network.

### CLASS CHARACTERISTICS

This is the advanced-level class in the System Network Analyst (SNA) series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the level of knowledge and experience expected. Positions in this class are often assigned responsibility for project coordination.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel and may receive functional and technical supervision from assigned professional personnel.

May provide functional and technical supervision to assigned staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Plans advanced computer, system, and network configurations, upgrades, and replacements.

Researches complex products and services, prepares procurement specifications, and evaluates vendor proposals.

LANE COUNTY  
Sr. System Network Analyst (Continued)

Installs, upgrades, replaces, and customizes unique equipment and software configurations.

Administers complex computer, system, and network facilities including establishment of proper access control functions.

Diagnoses and resolves difficult computer, system, and network problems.

Performs necessary support activities outside scheduled work hours as needed to minimize computer, system, and network outages during critical periods.

Shares on-call duties with other staff members and responds in a timely manner 24 hours per day when problems arise.

Plans, develops, and documents complex operational procedures.

Coordinates large important projects.

Maintains and improves technical knowledge and customer support skills.

Tracks technology trends and recommends future directions and standards.

Shares knowledge and information with management, customers, and co-workers via written and verbal reports, presentations, training, and informal communication.

May schedule, assign, coordinate, monitor, and review the work of assigned staff.

MINIMUM QUALIFICATIONS

**All Tracks:**

Knowledge of:

Customer service practices.

Structure and capabilities of computer operating systems, network protocols, data access control, and database management systems.

Purposes and internal functioning of computer and network equipment and software components.

Data communications and distributed computing concepts.

Data integrity and access control considerations.

## LANE COUNTY

### Sr. System Network Analyst (Continued)

Data storage concepts and management.

Software development and customization methods.

Change control and quality assurance processes.

Principles of project management.

Techniques for facilitating group processes including meetings and electronic collaboration.

Principles of functional and technical supervision if assigned this responsibility.

#### Ability to:

Develop and maintain effective working relationships with customers, co-workers, managers, vendors, and suppliers.

Participate harmoniously on teams formed to accomplish projects and provide ongoing support.

Convey technical information simply and clearly, both in speech and in writing.

Quickly understand complex technical matters and apply technical knowledge in the development of general solutions.

Acquire new skills and continually update existing skills.

Maintain awareness of current technology and future technological trends.

Coordinate a workload that includes multiple assigned tasks.

Use common personal software products including email, word processing, and spreadsheets.

Develop command language scripts and small programs to automate and customize system processes.

Diagnose and resolve complex technical problems.

Plan and coordinate large, complex projects.

Plan, coordinate, and document regional information technology architectures.

#### **LAN Systems Support Track:**

##### Knowledge of:

Server hardware and software.

Server system utilities and diagnostic techniques.

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Server system software installation and customization.  
Server command list processing and automation functions.  
Server data storage and services.  
Server access control and security functions.  
Server system monitoring and performance management.

Ability to:

Use server diagnostic processes and traces to analyze complex problems.  
Select, customize, and troubleshoot servers and associated equipment.  
Establish procedures for enterprise-wide server disk backup, data recovery, and data management systems.

**Mainframe Support Track:**

Knowledge of:

Mainframe system hardware and software.  
Mainframe system utilities and diagnostic techniques.  
Mainframe system software installation and customization.  
Mainframe batch processing methods and job control language.  
Mainframe data storage and services.  
Mainframe access control and security functions.  
Mainframe system monitoring and performance management.

Ability to:

Use mainframe diagnostic processes and traces to analyze complex problems.  
Select, customize, and troubleshoot mainframe computer, disk, tape, and communications configurations.  
Establish procedures for mainframe disk backup, data recovery, and data management systems.

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Sr. System Network Analyst (Continued)

**Network Support Track:**

Knowledge of:

Advanced principles of network design and network application design.  
ISO OSI 7-layer model for networking.  
Network interconnection devices including gateways, routers, switches, and bridges.  
Network traffic concepts and queuing.  
Physical network components, standards, and troubleshooting methods.  
Internet protocol suites.  
Network security, firewalls, intrusion detection, and incident response processes.

Ability to:

Use network diagnostic equipment and traces to analyze complex network problems.  
Design, implement, and maintain extensively customized network configurations and network management systems.  
Select, install, configure, customize, upgrade, and troubleshoot routers, switches, bridges, and other network interconnection devices.

**All Tracks:**

Experience and Training

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science or a related field.

Experience:

Four years of increasingly responsible system network analyst experience.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

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Security Clearance

As a condition of employment, these positions require a criminal background investigation and may require security clearance to have and maintain access to the Area Information Records System (AIRS) and/or the Law Enforcement Data Systems (LEDS).