CLASS TITLE: SYSTEMS SUPPORT ANALYST II – NETWORK SERVICES

BASIC FUNCTION:
As a member of the Network Services Team within the Technology Services Department, and under the general guidance of the Director of Technology Systems, report to VCEDNET Manager for assigned duties and project tasks; perform advanced network service design, programming, and integration to provide Ventura County Office of Education (VCOE) departments and County school districts with a dependable and functional network services to meet user needs; evaluate, maintain, and improve VCOE network systems; assist with hardware maintenance County-wide; provide technical input and recommendations for new network systems and services planning.

DISTINGUISHING CHARACTERISTICS:
The Systems Support Analyst II – Network Services is the experienced-level class and performs more technical and complex network systems design, programming, and support for VCOE. The Systems Support Analyst I performs professional-level system design and programming and assists with County-wide issues related to system operations, as well as software and hardware maintenance.

REPRESENTATIVE DUTIES:
Perform complex network service design, programming, and integration to provide VCOE departments and County school districts with a dependable and functional network system to meet user needs and requirements; assist Technology Services Department staff in the diagnosis and correction of software and hardware issues related with network services. Consult with users and evaluate requirements, recommend designs, provide cost analyses, plan projects, and coordinate tasks for installation of data networks. Serve as technical specialist in network problems and emergencies.

Analyze and resolve technical problems for established networks. Install, configure and maintain network components. Work with service providers/vendors to resolve complex network problems. Work with vendors to resolve complex network problems.

Plan, test, recommend, and implement network systems for data center, file server, mainframe, and workstation hardware and software.

Observe the established operation procedures and policies. Provide feedback to managers for improvement. Document encountered problems and resolutions for future reference.

Conduct technical research on network upgrades and components to determine feasibility, cost, time required, and compatibility with current system.

Establish user profiles, user environments, directories, and security for networks being installed.

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Work as a team member with other technical staff, such as systems, technicians and operation staff, to ensure connectivity and compatibility between systems. Provide network documentation, training, and guidance to users and other staff.  

Maintain confidentiality with regard to the information being processed, stored or accessed by the network.  

Document and explain system procedures and operating procedures for users; provide after-hours user and system support; control system security. Manage and maintain firewall and network policies.  

Install new products on the network; learn and master the applications products needed to be supported; configure software on new network systems.  

Provide technical input and recommendations for the planning of new systems and networks; assist with the evaluation of new hardware and software products.  

Monitor and maintain network system security. Prepare and maintain documentation, records, reports, and logs related to network operations and assigned duties.  

Provide technical and user support; assist other staff in the use of new and existing systems; train programming staff in the use of operating systems and new products;  

Provide phone support for users of the VCOE operating system; provide user training on system operation and use;  

Perform related duties as assigned.  

**KNOWLEDGE AND ABILITIES:**  
**KNOWLEDGE OF:**  
Knowledge of hardware, software, operating systems and networking protocols (including CLIs, Microsoft Windows Servers Active Directory, MacOS, Linux, and TCP/IP);  
Knowledge of general wiring specifications;  
Complex data communication and networking protocols, configurations, and linkages;  
Technical aspects of the systems design and programming field;  
Department and program objectives and goals;  
Computer software applications and languages utilized by VCOE;  
Software licensing requirements and restrictions;  
Basic record-keeping techniques; and  
Interpersonal skills using tact, patience and courtesy.  

**ABILITY TO:**  
Read, interpret, apply and explain technical issues and procedures in a clear and understandable manner;  
Maintain current knowledge of technological advances in the field;
Perform complex network routing/switching design and programming to meet user needs;
Provide technical input and recommendations for new system and network planning;
Diagnose software and hardware problems and malfunctions in person and over the phone;
Respond to user requests for assistance and malfunction correction and provide technical support;
Analyze situations accurately and adopt an effective course of action;
Demonstrated problem solving skills in a dynamic environment;
Strong interpersonal, verbal and written communication skills;
Strong organizational skills, flexibility and adaptability;
Strong work ethic, integrity and positive attitude;
Establish and maintain cooperative and effective working relationships with others;
Work independently with little direction;
Ability to work flexible hours as required;
Plan and organize work; and
Observe legal and defensive driving practices.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: Bachelor's degree in Computer Science or related field which would include course work in operating systems, programming and computer architecture and three years systems analyst experience involving network programming at the system-interface level, with at least two-year experience in an operating system environment similar to that used by VCOE, or equivalent work experience;

Three (3) to five (5) years of experience in hardware and software analysis, troubleshooting and support in heterogeneous computing environments.

Experience with general productivity and utility software including Microsoft Office, web browsers, e-mail clients, anti-virus clients.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Subject to inside environmental conditions;
Subject to driving to school district sites to conduct work; and
May be required to use personal vehicle in the course of employment.

PHYSICAL ABILITIES:
Require vision (which may be corrected) to read small print;
Lifting objects weighing up to 40 pounds;
Dexterity of hands and fingers to operate keyboards and hand tools;
Seeing to drive and to observe computer monitor;
Hearing and speaking to communicate with users;
Kneeling and bending at the waist to work on equipment;
Pulling and pushing equipment;
Sitting for extended periods of time; and
Walking.

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Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.