

Network Systems Analyst

Classification	Administrative
Department	IITS
Reports To	Managing Director of MIS

Job Function

The Network Systems Analyst provides a range of network support to faculty, staff, and students. The primary responsibilities of this position are to support the core network infrastructure and integrated network resources, as well as closely monitoring and responding to all incoming network support tickets and requests through the Helpdesk. This position also assists with the installation, maintenance, patching and backup of campus servers and configurations. Other responsibilities include wireless & wired installation and troubleshooting, contributing to the planning & design of the overall campus network infrastructure; responding to the needs of all departments and divisions serviced by User Services; and maintaining a close and responsive relationship with all teams of the IITS divisions.

Essential Elements

1. Responds to faculty, staff, and students' network-related issues.
2. Supports core network infrastructure and interrelated network servers / resources.
3. Supports the resource requirements for server installation and support.
4. Serves on project teams within the division as required.
5. Responds to support and maintenance needs that fall outside regular working hours.
6. Training of Student Support Services Team members on troubleshooting network issues.

Non-Essential Elements

1. Performs other duties as assigned.

Required Skills, Training, and Experience

1. A degree in computer-related field or a minimum of three years' experience in networking support maintenance and operations.
2. This is a onsite only position and requires reliable attendance and an expected availability during set working hours.
3. Areas of Expertise should include TCP/IP networking, routing, and switching, Enterasys switches, VoIP systems, SAN Storage, VMWARE, and network troubleshooting and diagnostics.
4. Strong analytic skills.
5. Good written and verbal skills.
6. Ability to interact well with faculty, staff, and students.
7. Ability to work with little direct supervision.
8. Willing to learn new skills as directed by environmental changes.

Working Conditions

Typical office working conditions, including the ability to bend, stoop, reach, stretch, kneel, and lift approximately 20-25lbs. on a regular basis.