Job Title	Network Analyst II
Job Code	
Exempt Status	
Position Status	
EEO Classification	

Job Summary

The Network Analyst II, under general direction, routinely performs complex and specialized network analysis functions, such as troubleshooting, analysis, research, and problem-solving.

Essential Duties and Responsibilities

- Monitors network performance, responds to complex enterprise network issues, and assists junior team members.

- Collects, organizes, validates, and documents network topology data to be utilized by network processes. Documents replacement equipment inventory, parts, and consumables.

- Analyzes, troubleshoots, tracks, and repairs the enterprise data communications networks. Provides onsite Tier II support and assists with Tier III support. Evaluates and follows through on issues and problems until resolved or escalated.

- Identifies and removes or limits connectivity of unauthorized network devices found on the enterprise network. Counsel's enterprise clients in approved compliance practices and reports repeat offenders.

- Collaborates with Network Security to discreetly locate and isolate compromised or infected devices. Assists with on-site firewall replacement and other field related tasks.

- Works with clients to identify networking needs to support clients' goals. Consults with clients to review project plans and schedules, secure approval of test results, and discuss problems or concerns.

- Supports network processes with new technology deployments and integration testing.

- Assists project leader with developing work plan and time schedules for projects including outlining phases, identifying personnel, and computing equipment requirements.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

Additional Responsibilities

Minimum Requirements

Education –Bachelor's degree in applicable field or equivalent combination of education and experience.

Experience – Three years of related experience.

Knowledge of – Knowledge of word processing and spreadsheet applications. Knowledge of troubleshooting and problem-solving, client relations skills, requirement assessment and analysis, project management methodology, context and interrelationships, and proficiency in Information Technology Interface Library (ITIL).

Ability to – Ability to multitask and work cooperatively with others. Effective verbal and written communication skills.

Licensing / Professional Certification – None.

Physical Requirements – None.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervision of Others

This position may supervise employees.

Other Requirements