

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

Job Summary

The Network Analyst IV, under general direction, provides technical leadership and oversight for deployment and delivery of enterprise-wide network analysis projects or services. Develops technical standards for implementing enterprise-wide network analysis projects or services. Participates in mentoring, training, and development of other employees.

Essential Duties and Responsibilities

- Establishes standards for responses to enterprise network issues. Oversees incident queue, task assignment, and incident workflow. Provides expert assistance for very complex network issues.
- Oversees the accuracy of the network topology maps, network drop databases, and inventory lists. Establishes standards for network analysis documentation.
- Establishes work flows and protocols for problem management and support. Continuously monitors effectiveness of established practices and protocols.
- Oversees policy enforcement practices and counsels enterprise clients and vendors in violation. Escalates repeat offenders to appropriate disciplinary process. Participates in the review and update of enterprise network policies.
- Oversees collaboration with Network Security to locate and/or isolate compromised, lost, stolen, or malicious devices. Assists with highly sensitive security or investigative requests.
- Establishes standards for the development of plans for temporary networks or data requests from non-affiliated customers. Oversees input from clients, systems administrators, contractors, and vendors to develop specifications and plans for enterprise-wide networks.
- Collaborates with project leaders and executive staff to develop work plans 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 – Eight years of related experience.

Knowledge of – Knowledge of word processing and spreadsheet applications. Knowledge of mentoring, training, and development of other employees. Knowledge of consulting with and assisting computing personnel, vendors, and manufacturers' representatives in resolving complex procedural, operational, and technical problems.

Ability to – Ability to multitask and work cooperatively with others. Excellent written communication, analytical, interpersonal, and organizational 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 generally supervises employees.

Other Requirements