

Sam Houston State University Human Resources

Staff Classification Description – Network Analyst

Skill Category: Technician/Para-Professional

Position (Employee) Class: 4N335 (N1)

Grade: 14

Date: 11/2014

Department: Information Technology Services – Infrastructure and Support Services

Educational & Experience Requirement: Associates degree or two years (60) hours of college. One year of relevant experience required. Cisco Certification or comparable certification preferred. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Assists in the development, implementation, maintenance, and monitoring of a local area network or wide area network. Performs moderately complex work.

Supervision Given & Received: Receives general supervision. Supervises student employees as needed.

Primary Responsibilities: Assists with the installation of the campus network infrastructure, to include but not limited to: telephones, wireless, network, digital signage, video surveillance, local and wide area networks, all campus switches and routers. Maintains and installs phones/computers/faxes/printers, copper/fiber cabling, and cable plant infrastructure. Maintains the network's physical and logical structures, including network connections. Maintains network support software, analyzes user support statistics, and recommends appropriate measures. Installs, tests, and maintains network hardware and software. Prepares and analyzes statistics on network utilization and availability. Performs tuning and capacity planning activities to enhance the performance of the network resources. Conducts product evaluations of upgraded or new hardware and software and recommends enhancements to network facilities. Assists in maintaining the local area network or wide area network, cable and hardware installations, inventories, and other related duties. Trains others. Performs other related duties as assigned.

Other Specifications: Requires a demonstrated ability to establish congenial work relationships and to communicate effectively within department and workgroup. Work requires a considerable level of judgment and reasoning to solve issues. Work requires attention to detail as errors may be serious. **During emergencies, operational failures, and peak use periods, employee may be called in when off shift to work an extended shift. Special procedures sometimes require extended hours.** Some travel required. Work occasionally includes accessing confined spaces, building roofs, and other high places. This is a security sensitive position and requires a DPS fingerprint background check and will need to adhere to the Texas CJIS Systems Access Policy.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.