

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

SENIOR NETWORK SYSTEMS ANALYST

Department: Information Technology
Pay Grade: 113
FLSA Status: Exempt
Job Class: 3074
Risk Code: 8810

JOB SUMMARY

Responsible for designing, implementing, maintaining, and repairing the County's network cabling systems, which includes set-up and maintenance of phone systems, switches, and routers. Responsible for implementing, maintaining, and repairing computers, associated software, and other components on a local/wide area network basis for Marion County.

ESSENTIAL JOB FUNCTIONS

- Responsible for the planning, developing, installing, configuring, maintaining, supporting and optimizing all network hardware, software and communication links.
- Designs, implements, and integrates telecommunications and data communication transport systems.
- Designs and maintains the organizations video surveillance systems.
- Assists with budgetary requirements for the network infrastructure including; telecommunications systems and long-range planning related to telecommunications.
- Assists on LAN/WAN documentation for content, accuracy, and integration of new systems, in keeping with developing technologies.
- Sets up and maintains wireless access points as directed.
- Manages maintenance of telecommunications systems and services through contracted vendors, ensuring limited down time due to malfunctions.
- Responsible for port level security to ensure only approved devices access the County's wired networks.
- Performs follow up on all work performed to ensure satisfaction and compliance.
- Serves as a project lead for various network and telecommunications projects.
- Analyzes hardware, software, and communication problems using diagnostic software and/or technical trouble shooting processes for the County's distributed computers and network.

- Monitors production and troubleshoots and initiates problem solving. Plans and organizes special project work by evaluating conditions to determine which tasks should be performed in what order and what materials or information are required.
- Monitor and test network performance. Provide network performance statistics and reports. Recommend, schedule, and perform network improvements, upgrades and repairs.
- Instructs other support staff on standard methods for trouble shooting, upgrades and installations; trains other support staff in standard installation and maintenance.
- Evaluates damages and repair costs; evaluates equipment and software.
- Routinely checks for surveillance system alarms and/or issues.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

Occasionally functions as a lead worker for a small group of employees (one to five) in the absence of a designated lead position. May review the work product of others. Provides guidance, advice, and assistance to others on work assignments. Provides work direction.

QUALIFICATIONS

Education and Experience:

Bachelor's Degree in Information Technology, Computer Science, or related field; with three (3) years' related experience in network systems administration and the installation, maintenance, diagnostics and troubleshooting of network infrastructure systems in both local, wide, and wireless environments; or equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans and specifications continually.
- Functions independently as an expert in matters of specialized analysis and complex scientific or technical systems.
- Experience with current standards technologies associated with network systems, e.g., Novell, Microsoft.
- Knowledge of current network cabling, telecommunications and infrastructure requirements for a comprehensive network system utilizing local, wide, and wireless networks.
- Knowledge of Internet and Intranet connectivity devices and requirements.
- Knowledge of client/server local and wide area network environments.
- Ability to organize material, analyze a wide variety of information, and develop and implement appropriate recommendations.
- Ability to work independently with limited supervision.
- Can explain policies, procedures as a lead worker.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is heavy work which requires exerting up to 100 pounds of force occasionally as a team lift, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in various indoor and outdoor environments. While performing the duties of this job, the employee will occasionally be exposed to wet or humid conditions, high precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme heat, and vibration; and will frequently be exposed to moving mechanical parts and risk of electrical shock.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.