 **Network Analyst I Standard Job Description**

**Classification Title:** Network Analyst I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 66

**Job Description Summary:**

The Network Analyst I, under general direction, performs routine network analysis functions.

**Essential Duties and Tasks:**

**25% Network Monitoring**

* Helps monitor network performance and responds to enterprise network issues.

**20% Troubleshooting and Support**

* Helps analyze, troubleshoot, track, and repair the enterprise data communications networks.
* Provides on-site advanced Tier I support and assists with Tier II support.

**10% Maintenance and Security**

* Identifies and removes or limits connectivity of unauthorized network devices found on the enterprise network.
* Collaborates with Network Security to locate and isolate compromised or infected devices.
* Assists with on-site firewall replacement and other field related tasks.

**10% Documentation**

* Collects, organizes, validates, and documents network topology data to be utilized within all network processes.

**10% Client/Vendor Consultation**

* Becomes familiar with key contacts and vendors for networking support and problem resolution.
* Confers with clients to define networking requirements.

**5% New Technology**

* Assists network processes with new technology deployments and integration testing.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications**

**Required Education:**

* Bachelor’s degree or equivalent combination of education and experience.

**Required Experience:**

* Two years of networking experience

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Knowledge of intermediate troubleshooting, client relations, and the Information Technology Interface Library (ITIL).
* Effective verbal and written communication.

**Additional Information**

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.
* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures.
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**