 **Network Analyst II Standard Job Description**

**Classification Title:** Network Analyst II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 67

**Job Description 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 Tasks:**

**25% Network Monitoring**

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

**15% Troubleshooting and Support**

* 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.

**10% Maintenance and Security**

* Identifies and removes or limits connectivity of unauthorized network devices found on the enterprise network.
* Collaborates with Network Security to discreetly 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 by network processes.
* Documents replacement equipment inventory, parts, and consumables.

**10% Client/Vendor Consultation**

* Counsel’s enterprise clients in approved compliance practices and reports repeat offenders.
* 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.

**5% New Technology**

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

**5% Project Planning Support**

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

**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.

**Required Education:**

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

**Required Experience:**

* Three years of networking experience.

**Required Licenses and Certifications:**

* None

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

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

**Machines and Equipment:**

* Computer
* Phone

**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**

**No**

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

**Yes**

**No**