 **Network Analyst III Standard Job Description**

**Classification Title:** Network Analyst III

**FLSA Exemption Status:** Exempt

**Pay Grade:** 70

**Job Description Summary:**

The Network Analyst III, under general direction, serves as technical lead for network analysis projects or services. Provides technical oversight for the application of and compliance with technical standards. Coordinates the technical activities of a network analysis team. Completes reports and summaries for management and users including project status reports, problem reports, and progress summaries.

**Essential Duties and Tasks:**

**25% Network Monitoring**

* Coordinates the monitoring of network performance and responds to very complex enterprise network issues.
* Assists junior team members.

**15% Troubleshooting and Support**

* Coordinates and prioritizes responses to enterprise network issues.
* Coordinates and monitors the problem management process to include backup support.
* Analyzes, troubleshoots, tracks, and repairs complex enterprise data communication network problems.
* Provides on-site Tier III 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 discreetly locate and isolate compromised, lost, stolen, or malicious devices, and report to team leader and the requesting entity.
* Assists with on-site firewall replacement and other field related tasks.

**10% Temporary Installations**

* Coordinates and implements approved temporary installations with clients and vendors during special events.
* Provides technical oversight for the development of plans for temporary networks or non-affiliated customers.

**5% Documentation**

* Coordinates the collection, organization, validation, and documentation of network topology data to be utilized by all network processes.
* Coordinates the documentation of replacement equipment inventory, parts, and consumables.

**5% Client/Vendor Consultation**

* Facilitate input from clients, systems administrators, contractors, and vendors to develop specifications and plans for complex networking projects.

**5% New Technology**

* Coordinates the assistance provided to all network processes with new technology deployments and integration testing.

**5% Project Planning Support**

* Collaborates with project leaders to develop work plans 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.

**Qualifications**

**Required Education:**

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

**Required Experience:**

* Five 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.
* Knowledge of project management, mentoring, negotiation skills, basic vendor relations, advanced client relations skills, proposal writing, business acumen, persuasive communication, team leadership skills, and quality assurance.

**Additional Information**

**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**

[x]  **No**

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

[ ]  **Yes**

[x]  **No**