 **Network Analyst IV Standard Job Description**

**Classification Title:** Network Analyst IV

**FLSA Exemption Status:** Exempt

**Pay Grade:** 71

**Job Description Summary:**

The Network Analyst IV, under general direction, provides technical leadership and oversight for deployment and delivery of enterprise-wide network analysis projects or services. Develops technical standards for implementing enterprise-wide network analysis projects or services. Participates in mentoring, training, and development of other employees.

**Essential Duties and Tasks:**

**25% Network Monitoring**

* Oversees incident queue, task assignment, and incident workflow.
* Continuously monitors effectiveness of established practices and protocols.

**15% Problem Management**

* Establishes standards for responses to enterprise network issues.
* Provides expert assistance for very complex network issues.
* Establishes workflows and protocols for problem management and support.

**10% Maintenance and Security**

* Oversees collaboration with Network Security to locate and/or isolate compromised, lost, stolen, or malicious devices.
* Assists with highly sensitive security or investigative requests

**10% Temporary Installations**

* Establishes standards for the development of plans for temporary networks or data requests from non-affiliated customers.

**5% Documentation**

* Oversees the accuracy of the network topology maps, network drop databases, and inventory lists.
* Establishes standards for network analysis documentation.

**5% Client/Vendor Oversight**

* Oversees policy enforcement practices and counsels enterprise clients and vendors in violation. Escalates repeat offenders to appropriate disciplinary process.

**5% Policy Maintenance**

* Participates in the review and update of enterprise network policies.

**5% Project Planning**

* Oversees input from clients, systems administrators, contractors, and vendors to develop specifications and plans for enterprise-wide networks.
* Collaborates with project leaders and executive staff 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:**

* Eight years of networking experience.

**Required Licenses and Certifications:**

* None

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

* Ability to multitask and work cooperatively with others.
* Knowledge of mentoring, training, and developing other employees.
* Knowledge of consulting with and assisting computing personnel, vendors, and manufacturers’ representatives in resolving complex procedural, operational, and technical problems.

**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**