



Network/PC Analyst

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
420	Non-exempt	3 – Technicians	AFSCME	5	REV 3-07	2030	1 of 2

DEFINITION: Under general supervision, responds to user requests to provide PC and network systems support and security by installing computer hardware and software, troubleshooting and resolving incidents/problems, maintaining routine databases, running test routines, and writing system documentation.

REPORTS TO: The IS Customer Services Manager, or designee.

REPRESENTATIVE FUNCTIONS may include, but are not limited to:

- Receives user requests via telephone, email, and other forms of communication; and responds appropriately and in a timely manner using excellent customer service skills.
- Enters user requests and pertinent details and issues into the tracking system. Updates records, as needed, when tasks and projects are performed.
- Confers with users to identify needs, and to investigate, troubleshoot, and resolve user level issues with information, hardware, peripheral equipment, and software.
- Installs, replaces, relocates, and connects and configures PCs, workstations, and related peripheral equipment.
- Installs, connects, and configures servers and related network level equipment, under supervision.
- Installs, configures and tests software applications, updates, and upgrades.
- Investigates, troubleshoots, and resolves network level issues with applications, database interfaces, servers, workstations, and related equipment.
- Writes system and user documentation.
- Follows assigned schedules and timetables for projects and systems maintenance.
- Maintains records of software and hardware installed or repaired, and of work performed in assigned area, and may write or generate reports.
- May install telecommunications equipment and related peripheral equipment on a limited basis.
- Performs related duties as required.

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

Established
10-11-01.
1st revision 3/07

Approved by Rick Fernandez, General Mgr

Date



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MINIMUM QUALIFICATIONS:

Knowledge Of: Principles and practices involved in the installation, connectivity, configuration, testing, maintenance, troubleshooting, and repair of personal computers and related peripheral equipment; principles and practices of computer networks, hardware, and/or software in client-server, Microsoft Windows Operating Systems; current operating platforms, security access procedures; business English; basic mathematics; and current office methods and procedures.

Ability To: Install, maintain, troubleshoot, and resolve issues with networked systems, databases, PCs, software programs and upgrades, and telecommunications equipment; administer system security; review and analyze user requirements and specifications; write documentation, user information and training materials; prepare time estimates for implementation and completion of projects; research and make recommendations regarding implementation of new technologies and/or programs; work collaboratively and independently; communicate effectively both orally and in writing; keep abreast of current and imminent changes in computer technology; work flexible and non-standard hours as needed; and establish and establish and maintain positive working relationships with District personnel using principles of excellent customer service.

Education/Training: Equivalent to an Associate's degree from an accredited college or university with a major in Computer Science, Mathematics, or a related field; AND/OR completion of a recognized course of study in Computer Science.

Experience: Two (2) years of experience installing, maintaining, and troubleshooting issues with computer hardware and software and performing a variety of tasks in support of a network using Microsoft Windows workstations.

License/Certification: (1) Microsoft Certified Professional (MCP), and/or CompTia A+ Certification. (2) Must possess and maintain a California Class C Driver License and meet the District's safe driving standards.

Special Requirements: Must be available for 24-hour on-call emergency assignments that may include weekends, and must be willing to travel to any AC Transit Division.

Physical Requirements: (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; (2) must maintain mobility in order to safely drive a District vehicle to travel between District facilities; and (3) must maintain the physical condition necessary to perform the following physical movements: frequently stand, walk, lift and transport light objects weighing up to fifteen (15) lbs., push, bend, balance, kneel, crouch, access constricted spaces, and make fine motor movements with the hands, fingers, and arms; and occasionally lift and transport objects weighing up to fifty (50) lbs., pull, climb, crawl, twist, and reach.

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