



## Senior Network/PC Analyst

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
017	Non-exempt	3 – Technicians	AFSCME	6	REV 3-07	1115	1 of 2

**DEFINITION:** Under general supervision, in a network environment, provides personal computer (PC) and network systems support and security, maintains routine databases, designs and runs test routines, troubleshoots and resolves issues, writes system documentation, maintains a positive Customer Service approach, and may provide work direction to subordinate Information Services staff.

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

**REPRESENTATIVE FUNCTIONS may include, but are not limited to:**

- Investigates, troubleshoots, and resolves network level issues with applications, database interfaces, servers, workstations, and related equipment.
- Investigates, troubleshoots, and resolves issues with hardware, software, and peripheral equipment.
- Confers with end-users to troubleshoot and resolve user problems and identify user needs.
- Establishes, monitors, and updates password protected access.
- Writes system and user documentation.
- Defines and creates images.
- Installs, configures and tests applications, upgrades, and hardware (servers, PCs, workstations, etc.).
- Prepares schedules and timetables for projects and systems maintenance.
- Prepares and/or reviews specifications, evaluates equipment and applications, and recommends implementation of new or upgraded software and hardware.
- 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  
10-10-99  
1<sup>st</sup> revision 3/07

Approved by Rick Fernandez, General Mgr

Date



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### **MINIMUM QUALIFICATIONS:**

**Knowledge Of:** Principles and practices of computer networks, hardware, and/or software in client-server, Microsoft Windows Operating Systems; current operating platforms and related operating systems; systems design, set-up, connectivity, configuration, testing and troubleshooting procedures; scripting to automate routine tasks; security access procedures; business English usage; basic mathematics; and current modern office methods and procedures.

**Ability To:** Maintain, troubleshoot, and resolve issues with networked systems, databases, PCs and telecommunications equipment; develop and administer system security; review and analyze user requirements and specifications; write documentation, user information and training materials; install new hardware, programs, and upgrades; prepare time estimates for projects; research and make recommendations regarding implementation of new technologies and/or programs; work collaboratively and independently; supervise or provide work direction to assigned subordinate staff on a project of task basis; 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 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 technical course of study in Computer Science.

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**Experience:** Four (4) years experience installing, maintaining, and troubleshooting issues with computer hardware and software, two (2) years of which involved 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 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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