

COLUSA COUNTY OFFICE OF EDUCATION (CCOE)

CATEGORY: CONFIDENTIAL

CLASSIFICATION: ADMINISTRATIVE SERVICES

JOB TITLE: INFORMATION TECHNOLOGY ANALYST

BASIC FUNCTION:

Under the direction of the Director – Technology Services, perform a variety of professional duties that include deploying, operating, maintaining, securing and monitoring WAN/LAN/LTE networks and systems; automate data systems and workflows; design and maintain Mobile Device Management solutions; and maintain third party vendor computer/network solutions.

REPRESENTATIVE DUTIES:

Analyzes the network for the purpose of predicting problem areas and identifying issues that may need to be resolved in maintaining and optimizing the network. **E**

Configures network devices for the purpose of installing, upgrading, and/or replacing network system devices. **E**

Assist in troubleshooting and maintaining the network infrastructure. **E**

Coordinates with and assists Technology Services team members in network, server, workstation, and/or peripheral support. **E**

Designs network systems for the purpose of creating a network solution and forming an action plan. **E**

Provides assistance to the Director – Technology Services with clerical duties such as, preparation of administrative reports, presentations, etc. **E**

Diagnoses WAN/LAN problems to identify, troubleshoot, repair/replace, and test components and/or systems. **E**

Documents network configurations, devices, and systems for the purpose of creating a layout that would allow someone to repair or replace components of the network without having to spend an inordinate amount of time studying the system. **E**

Installs/upgrades network-related equipment for the purpose of creating or improving the network services. **E**

Provides technical support, remotely or in-person, for CCOE activities and initiatives. **E**

Provides information and data for grant applications. **E**

Supports staff and end-users for the purpose of enabling efficient and proper use of the network and network functions. **E**

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

A strong knowledge and background in the technologies used in an enterprise network is required

Current funding sources and requirements related to network system infrastructure and support

Documentation and processes required to install circuits and apply for discounts

Enterprise level router, switch, telephony (VoIP, POTS, PRI, etc.), and wireless technologies

Security design and components related to the internet

Wiring standards

ABILITY TO:

Advise school districts on networking issues

Analyze projects to determine development requirements and estimate timelines

Communicate clearly and concisely, both orally and in writing

Communicate effectively over the telephone, in meetings, via video conferences, in a seminar setting, or electronically

Establish and maintain effective working relationships with those contacted in the performance of duties

Introduce and train others on server technologies

Keep management apprised of issues and recommend solutions for those issues

Maintain a network

Maintain records and keep documentation up-to-date

Recognize trends in the networking industry

Work productively in a multi-tasking environment. Understand the organization and operation of the assigned office and the County Office in order to assume assigned responsibilities

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work

Lift and carry objects weighing up to 50 pounds

Operate a variety of office equipment to perform assigned duties

Operate a vehicle to conduct work

EDUCATION AND EXPERIENCE:

Bachelor's degree in job-related field and four years related and practical experience; or equivalency of two years job-related college coursework and six years related and practical experience.

LICENSES AND OTHER REQUIREMENTS:

Advanced networking certification (CCNA, CCNP, CCIE, JNCIE, etc) desired

Possess a valid California driver's license

WORKING CONDITIONS:

ENVIRONMENT:

Office, classroom, and outdoors
Constant interruptions
Multiple work sites

PHYSICAL ABILITIES:

Speak in an understandable voice with sufficient volume to be heard in normal conversational distance, classroom environment, and on the telephone
Vision to read printed materials and video display screens
Sufficient hearing to conduct in-person, classroom, and telephone conversations
Sit or stand for extended periods of time
Sufficient mobility to walk, kneel, stoop, and reach
Lift, push, pull, and carry objects weighing up to 50 pounds
Reaching overhead, above the shoulders and horizontally to retrieve and store materials
Dexterity of hands and fingers to operate a computer terminal and standard office equipment
Drive to various school sites and locations

HAZARDS:

Potential for contact with blood-borne pathogens and communicable diseases
Caustic and toxic hazardous waste
Electrical injury

Employee Group: Classified - Confidential

FLSA Status: Non-Exempt

Salary Schedule: 615

Approval Date: August 2020