**Area Agency on Aging for Southwest Florida**

**Job Descriptions**

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| **Position Title:  Network analyst it** | | | **Department:  information technology** | |
| **Salary range:** | | | | **Pay Grade Level: E1** |
| **Status:**  **FT** | **FLSA Status: Exempt** | **Supervise Others:  No** | | **Created: 12/2020**  **Updated: 06/2021, 10/01/2021** |
| **Supervisor:  Chief information officer** | | **CEO Approval/date: 10/01/2021 norma I. Adorno, CEO/President** | | |

**General Description:**

This is a salaried exempt\* position on the staff of the Area Agency on Aging for Southwest Florida (AAASWFL). The Network Analyst installs and troubleshoots hardware and software as well as provide users with quality technical support. The employee must have strong communication skills and be able to effectively work with management and staff.

Work is performed under the general direction of the Chief Information Officer (CIO) and is reviewed through regular conferences/meetings and reports for achievement of desired results. This position requires a high degree of organizational skill and independent action that demonstrates prudent judgment and initiative. The network analyst will be responsible to assist the CIO with installations, layout and maintenance of all network components within the Agency. The Network Analyst will be required to provide technical support for data communications network, telecommunications and/or any other network to ensure operational efficiencies at all times.

This position requires a high degree of independent action and initiative. This position requires *in-office work*; regular physical presence and attendance at the worksite is required.This position requires compliance and adherence with the Area Agency on Aging for Southwest Florida COVID-19 Pandemic Workplace Acknowledgement Form.

**Responsibilities:**

**Competency: Technical**

* Ability and initiative to learn and understand new and updated computer software
* Ability to work effectively in a high demand and fast paced environment to respond to changing priorities
* Technical knowledge of computer/server hardware and an analytical ability to identify and solve technical problems
* Performs the installation of software including security patches, updates, firmware, and printer drivers.
* Working knowledge of virtual machine implementation and management
* Working knowledge of Agency networking protocols
* Working knowledge of Agency telecommunications system- AVAYA
* Working knowledge of Agency software problem reporting system - IssueTrack
* Working knowledge of Storage Area Network technology
* Working knowledge of Windows Server

**Competency: Planning & Organization**

* Assists the CIO with planning, scheduling, and coordinating system maintenance and project management
* Ability to manage multiple projects and project teams including planning, establishing goals and utilizing resources

**Competency: Communications**

* Ability to effectively communicate and express ideas (verbally and written)
* Ability to establish and maintain professional communications and relationships with various organizations/agencies and be able to effectively interact with other staff members, provider representatives, seniors, other partner organizations and community leaders
* Assists the CIO to document and develop policies and procedures
* Communicates effectively and coordinates projects and tasks affecting users and productivity

**Competency: Customer Focus**

* Ability to define, develop and document complex customer service requirements and processes
* Answers help desk calls and troubleshoots technical issues in a timely manner
* Maintains good working relationship with vendors and internal customers
* Demonstrates courtesy, respect and diversity of others at all times
* Takes personal responsibility and demonstrates accountability for actions and follow through

**Competency: Quality & Continuous Improvement**

* Assists the CIO to develop operating standards (i.e., policy/procedures/process)
* Thoroughly tests all new implementations
* Performs monthly test of data back systems
* Attends one technical workshop, conference, or seeks certification each year

**Competency: Innovation**

* Stays current with advancements in network technologies and solutions, makes recommendations to CIO

**Competency: Technical and Functional Effectiveness**

* Takes interest and initiative to learn Agency technology
* Corrects the problem the first time
* Communicates the status and outcome to customer
* Completes assigned duties in a timely manner

**Non-Essential Job Functions:**

* Lends support to other departments with special projects and events
* Performs other duties as assigned CIO and/or CEO.

**Other Competencies Related to Knowledge, Skills and Abilities and Other Personal Characteristics:**

* Knowledge of area programs and services and internal Agency practices and policies
* Ability to make sound recommendations based on facts and logical assumptions
* Ability to compile data from various sources (e.g., internet, informational databases such as Aging Network and other demographic data sources) as well as organize and analyze data
* Knowledge of disaster recovery and backup procedures
* Committed to personal/professional growth and development
* Conducts self appropriately in work situations and when representing the Agency

**Minimum Qualifications:**

* Associates degree from an accredited four-year college or university with major course work in computer science, technology and A+ Certification
* Microsoft Network Engineer certification a plus
* Must also have prior experience or formal training in Windows Server, Active Directory, and Group Policy.
* 1-2 years of technical support/helpdesk experience in the IT field

**Physical Requirements:**

* Ability to cope and work under stressful situations
* Ability to pay attention to detail
* Pleasant and clearly understandable telephone voice
* Ability to operate computer and other office equipment
* May be required to work evenings and weekends
* Ability to sit at desk for prolonged periods two hours at a time working on a computer
* Ability to bend and stoop in order to file and shelve items
* Minimal lifting up to 40 pounds

**Work Environment:**

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

\*Exempt employees are required to work any hours necessary to perform the duties of the job, including after regular business hours and/or on weekends as required. Exempt employees do not receive overtime or additional pay for hours worked, or travel time expended outside their regular workday. Working beyond or outside of normal business hours and/or on weekends is expected when necessary in order to complete job responsibilities or when requested by your supervisor.

**Employee Acknowledgement:**

I acknowledge that I have received and read my job description. I understand that my job or position may change at any time with or without an updated job description and additional instructions from my supervisor may substitute for an updated job description. I acknowledge that questions about my job, job description or job performance should be directed to my supervisor.

Employee Signature: Date: \_\_\_\_\_\_\_

Employee Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The statements in this job description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.