



Network & Communications Systems Analyst

Class Code:
4930

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Mar 12, 2008
Revision Date: Oct 8, 2008

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general direction, to analyze and to evaluate network and telecom requests; to confer with, plan and recommend the most cost effective communications solutions for the Court; to manage and coordinate network and telecom equipment installations; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

The Network & Communications Systems Analyst is the advanced journey-level position that is responsible for coordinating day-to-day telephone and other telecommunication activities for all Court operations, including short-term planning for capacity and requirements, implementing change orders and overseeing system installations or modifications. This position reports to the Network and Communications Manager.

This class is distinguished from the Network & Communications Manager in that the latter is responsible for the overall strategic direction and identifying the potential impact of network activities to the work of the other units in OIT, whereas the Network & Communications Systems Analyst is the expert on technical network and telecommunications, including the design, operations, maintenance and repairs of all systems owned or used by the court as well as coordinating the technical details relating to the voice and data networks for all Court operations.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in this classification does not necessarily perform all the listed duties.

1. Reviews, researches and oversees the execution of all user requests for voice-related services, including Moves/Adds/Changes (MAC's) and Repairs at all Court locations; executes simple MAC orders (e.g. station moves, voicemail changes) that can be managed remotely from desktop management systems and produces regular reports on activity levels for MAC orders, trouble tickets and other operational activities of the Department.
2. Assists users in using system features, diagnosing problems and determining requirements for service; and acts as the first or second-level Help Desk for voice communications system issues.
3. Performs network engineering duties in the design, test and support of network architecture and strategy, network standards, logical network design, firewalls, servers, and network server capacity management.
4. Manages the installation, disconnection, testing and administration of carrier circuits and the connection of circuits to the voice infrastructure.
5. Installs and maintains building station cable and associated infrastructure for voice systems and handles system repair calls, including escalation to and coordination with service vendors.
6. Maintains up-to-date records and logs for all voice communications systems on repairs and service performed.
7. Plans, designs, installs and maintains court data networks, telecommunications systems and computerized security and identification systems; develops project timetables and coordinates project completion; identifies, designs, recommends and implements standards, conventions and policies for network systems.
8. Participates in the development of and advises management on network and enterprise systems technology strategy and implementation; plans for long-term technology infrastructure, including service delivery implications; recommends and optimizes technologies to enhance network performance; evaluates and recommends network software, hardware and interconnectivity products.
9. Provides technical support and training in the planning and implementation of LAN/WAN/VPN and distributed systems; ensures proper installation, configuration and upgrading of computer networks, computer and telecommunication hardware and software; and acquires computer hardware and software for all court facilities.
10. Represents the court in technical support design groups; participates in and makes recommendations regarding new systems, vendor services and contracting; confers with state, county and court management to determine hardware and network requirements; develops network plans for new and existing sites and applications; initiates and participates in the project to completion; analyzes user requests and makes recommendations regarding current and future needs, hardware and software needs and technological trends and ideas.
11. Requests and oversees service and equipment orders with vendors, including local and long

distance services, PBX and voicemail, call accounting, and 911 services; and monitors capacity limitations within the telephone system and recommends additional modifications and upgrades.

12. Reviews port counts, trunking and usage statistics on a regular basis to validate system performance, diagnose potential problems and forecast future capacity requirements; audits telephone traffic; measures call volume and equipment utilization; maintains current documentation on all systems, including line and trunk inventories, cell phones, pagers and physical equipment inventories.

13. Assists the Network & Telecommunications Manager in creating and developing policies and procedures for the Network & Communications Unit.

14. Assists in planning and coordinating major moves or significant alterations to existing systems; coordinates and directs the activities of technicians, both internal and external, during project preparation and installation.

15. Assists in setting up bill reports and reviews reports on a regular basis with the Finance Bureau's Accounts Payable.

16. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:

The equivalent to five years of full-time experience in providing support of production voice and data systems, including working in a PBX environment both with PBX hardware and software provisioning and the implementation, support and maintenance of complex voice, data and voice or IP networks. Possession of a Bachelor's degree in Telecommunications from an accredited college or university may substitute for two years of full-time work experience.

KNOWLEDGE AND ABILITIES:

Knowledge of modern telecommunications systems, equipment and terminology; complex techniques and methods of telephone systems analysis; complex telephone and data network traffic engineering, and facility requirements; PBX, Centrex, call accounting and voice processing systems; computer applications, including spreadsheets, databases and word processing; carrier services and bills, particularly CalNet; operation, maintenance and installation of telephones, switchboards and other related equipment; Telco and Data Center wiring such as twisted pair, fiber optic Cat 6; software installation, testing and management of industry standard servers; practices and principles of telecommunications systems analysis, planning, design and problem resolution; understanding of communications protocols such as ISDN PR, TCP/IP, SIP, MGCP and SS7; wireless communications technologies; tools, materials, equipment and methods used in telecommunications industry; telecommunications networks, both traditional switched and packet-based data; cost analysis and project management for voice and data

telecommunications services and systems.

Ability to communicate effectively and present information both orally, and in writing, with both technical and non-technical audiences; develop network & telecom systems architecture; plan long-term technology infrastructure development and implementation; identify, design and recommend networking and communications standards, conventions and policies; create systems specifications; create and produce project and technical documentation; recommend and implement Telecommunication and Network policies and procedures; analyze systems problems, develop effective solutions and prepare cost estimates; organize work, set priorities and meet critical deadlines; maintain effective working relationships with staff, senior management, state and county representatives and vendors; prepare comprehensive technical reports and plans; manage multiple projects simultaneously with minimal supervision; repair, maintain, modify and install various types of telecommunications equipment; test and isolate problems, and develop effective solutions; troubleshoot complex technical problems, identify and recommend alternative technical solutions; understand highly complex and varied telecommunications & networking systems and issues.

CLASSIFICATION HISTORY:

Date established: 3/12/08

Date revised: 9/2/08

RT/DP:dp